



### MedStar Ambulatory COVID-19 Phone Screening Protocol and Scripting

Due to the coronavirus outbreak we are screening all our patients for risk factors prior to scheduling an appointment. I need to ask you the follow questions:

1. "Do you currently have any of the following: fever/feel feverish, new or worsened cough/shortness of breath, sudden loss of taste/smell or two flu-like symptoms (body aches, shaking chills, headache, sore throat)?" \*\*\*If yes to above question, advise evaluation: "If you have not been evaluated for COVID-19 by a healthcare provider, you should schedule a visit with your primary care doctor or an Urgent Care provider on our eVisit platform. Visit [medstarhealth.org/eVisit](http://medstarhealth.org/eVisit), for an appointment." \*
2. "Have you been diagnosed with COVID19 in the past 10 days?"
3. "Do you live with someone who has been diagnosed with COVID19 in the past 14 days?"

YES

NO

**If yes to any of the above questions, respond as follows:**

"Because of your exposure or symptoms, we recommend scheduling or switching your appointment to a Telehealth Session."

**If no to all the above:**

*Have you been diagnosed with COVID19 in the last 30 days?*

- **If no:** "We can schedule you for an in-person or telehealth appointment."
- **If yes:** "Have you had a fever in the last 72 hours?"
  - **If yes,** at this time we must wait the 72-hour timeframe prior to coming in to the clinic, or we can offer you a Telehealth session at this time.
  - **If no to a fever but yes for < 30 days:** "Our provider will consult with you to determine the appropriate visit setting. (Telehealth or In-person). We will call you back."

"Please give us a call if you develop any of the above symptoms prior to your scheduled appointment. **Please plan to arrive with your personal mask (without an exhalation valve) as it will be required. We also have a visitor policy in place which allows one visitor to accompany a patient only to help facilitate care or treatment, such as a parent of a child, or an individual assisting the patient with an assistive device (visitor must not be ill or show symptoms of illness)."**

**FOR MEDSTAR HEALTH ASSOCIATES calling to schedule an appointment:**

"Do you currently have any of the following: fever/feel feverish, cough/shortness of breath that is new or worse than usual, sudden loss of taste/smell, or two flu-like symptoms (body aches, shaking chills, headache, sore throat)?"

If yes, advise patient to call Occupational Health call center for immediate RN phone screening.

This number is 1-844-354-3705. If no, proceed to 'No' algorithm above.