

MedStar Primary Care COVID-19 Call Center/Phone Screening Protocol (Patient Calling to Schedule Appointment)

For all patients scheduling visits, ask the patient about COVID-19 symptoms:
 “In the past 10 days, have you had any of the following symptoms: fever/feel feverish, new or worsened cough/shortness of breath, sudden loss of taste/smell, headache, sore throat, congestion/runny nose, body aches, fatigue, chills, diarrhea, nausea, or vomiting?”

Yes

No

If patient screens positive for symptoms, patient might have COVID-19 (positive screen)*:

- If patient is scheduling an in-person visit within the next 14 days, schedule as a telehealth visit instead.
 - If patient does not wish to schedule telehealth visit, schedule as in-person visit and notify provider’s office of positive screen.
- If patient is scheduling an in-person visit more than 14 days in the future, schedule in-person visit.
 - Offer same-day urgent visit with PCP’s office to evaluate symptoms.
 - If PCP’s office unavailable for same-day visit, recommend evaluation via eVisit or MedStar Health Urgent Care.

**If there are any questions or concerns about scheduling patients with symptoms, contact provider’s office to consult with a triage nurse or provider.*

Screening (continued – ask all three questions):

“Do you live with someone who tested positive, was diagnosed with, or has a pending test for COVID-19 in the past 24 days?”

“Have you tested positive, been diagnosed with, or have a pending test for COVID-19 in the past 10 days?”

“Were you hospitalized for COVID-19 in the past 20 days?”

Yes (to any)

No (to all)

COVID-19 Alert (positive screen)

- If patient is scheduling an in-person visit, schedule as a telehealth visit instead.
 - If patient does not wish to schedule telehealth visit, schedule as in-person visit and notify provider’s office of positive screen.
 - Advise patient to wear a mask and notify the office if they develop symptoms.

Proceed with scheduling as usual.

Advise patient to wear a mask and notify the office if they develop symptoms, test positive, or are exposed to COVID-19 prior to appointment.