

## MedStar Call Center/Specialty Ambulatory Office COVID-19 Phone Protocol

“Are you a MedStar Health Associate?” If yes, refer to *For MedStar Health Associates* section; if no, determine telehealth vs. in-person visit

### Telehealth Visit

### In-Person Visit

“To keep you safe during this time, we’re scheduling appointments as video visits, which requires a device with a camera. Are you comfortable scheduling your appointment as a video visit today?”

**If yes** – “Do you have access to a computer, tablet, smartphone, or laptop with webcam?” If yes, obtain email address and mobile phone number to send link prior to appointment. Schedule video visit.

**If no or does not have camera access** – “Would you be interested in a Virtual Check-In, which is a phone only visit?”  
If yes – “Do I have your verbal authorization and consent for [Provider Name] to conduct a phone visit on [Date and Time of Appointment]?” If yes, confirm phone number and schedule a Virtual Check-In.

**If patient has an emergent concern, does not consent to video/phone visit, or requests a face-to-face visit**, notify the provider to determine if in-person appointment is required. Advise the patient to bring a mask to the office.

Ask the following three questions:

1. Have you been diagnosed with COVID-19 in the past 30 days?
  - If **yes**, consult provider to determine need for in-person visit; if **no**, proceed
2. Do you live with someone who has been diagnosed with COVID-19 in the past 14 days?
3. Do you have any of the following symptoms?
  - Fever/feel feverish
  - Cough/shortness of breath that is new or worse than usual
  - Sudden loss of taste/smell
  - Two flu-like symptoms (body aches, shaking chills, headache, sore throat)

**If no to all of the above**, schedule in-person visit.

**If yes to any of the above, recommend Virtual Visit** – “Because of your exposure or symptoms, we should switch your appointment to a Virtual Visit or Virtual Check-In by phone. (See “Telehealth Visit”)

If you have not been evaluated for COVID-19 by a healthcare provider, you can 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 a

**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, start at top of algorithm** (determine telehealth vs. in-person visit)