MA Workflow for COVID-19 Negative Patients   4/21/20

COVID Lab Results are sent to PAQ and indicate a COVID Negative Result.

Assigned MA pulls COVID lab log in from 1st flr Central Lab for Pts with COVID Negative Results.

MA will confirm that Pt has not been contacted by checking Pt's telephone call template.

MA calls Pt to inform them of their COVID Negative Status.

Did Pt answer?

— Yes → **MA shares her/his name and identifies as calling on behalf of CH.** → **MA confirms identity of phone speaker as correct Pt.** → **MA shares that she/he is calling with COVID-19 results and the Pt's test was negative.** → **Ask Pt how they are feeling.**

— No → **Leave msg asking for Pt to call back. Document call in telephone template.**

Did Pt call back?

— Yes → (back to MA shares her/his name...)

— No → **Mail Pt Negative Test Results letter and document in telephone template.**

Does Pt have <u>ongoing</u> or <u>worsening</u> shortness of breath, fever, or cough?

— Yes → **MA sends inbox message to Patient Care. Category is Pt's PCP (If no established PCP category send to Walsh).**

— No → **MA asks Pt if they have any questions for their provider team.**

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— No → **MA answers any additional questions. Ends call.**

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MA mails Pt Negative Test Results letter, documents call in telephone template, and closes chart.

MA COVID-19 Negative Results Script

Your COVID-19 results were negative. However, if you were tested because you were symptomatic and you are continuing to have symptoms you should continue to self quarantine until you are without symptoms without treatment for at least 3 days. You should cover you face with a face mask or other barrier while around others and practice good personal hygiene with regular hand washing for at least 20 seconds with soap and water. Cover your mouth and nose when coughing.
Please notify us if you are not continuing to improve. If your symptoms re-occur you may need retesting. If you are experiencing worsening shortness of breath you should go to the Emergency Room.