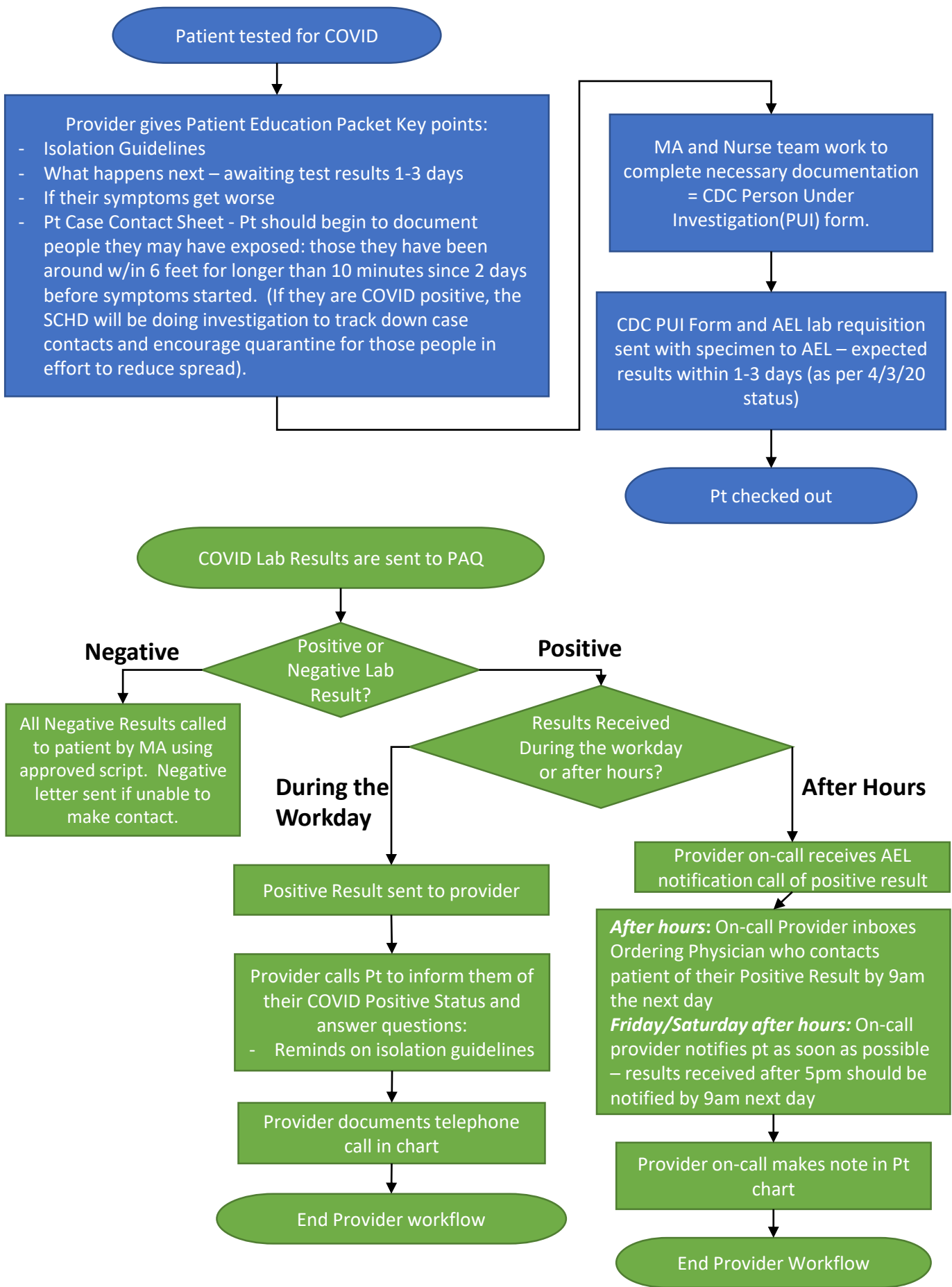


Provider Workflow for COVID-19 Positive Patients 4/6/20



Church Health Patient Surveillance Process:

Church Health employees and volunteers will be making daily phone calls to patients who are COVID Positive and those awaiting results to monitor their symptoms and ensure they are following isolation guidelines. During these calls, we will be able to alert provider if symptoms have worsened and patient needs to be seen or needs emergent care. These will be documented in the telephone template in the patient's chart.

Testing and Reporting Information:

COVID-19 is an immediately reportable disease. AEL alerts the Tennessee Department of Health (TDH) when a patient tests positive. The Shelby County Health Department (SCHD) has requested that we also report cases directly to them via a fax process that is managed by our Lab staff. RIGHT NOW – Providers do not need to call in a case anywhere, reporting is managed through other processes.