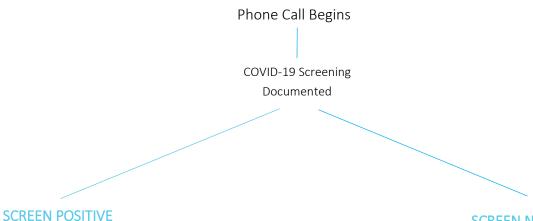


CURRENT COVID-19 Guidance - last updated May 6, 2020

Guidelines for SCREENING BY PHONE



Patient screens positive when any one box is marked.

- Ambulatory: Schedule provider appointment following Video Visit guidelines.
- Hospital Outpatient: Follow department scheduling protocols to cancel or schedule an appointment.
- 3. Ask if patient would like to be transferred to SIH COVID Hotline for further assessment of symptoms. If yes, transfer to 844-988-7800. Stay on call until clinician is reached.

SCREEN NEGATIVE

Patient does not have at least one box checked

Continue with reason for call.

Options for patient care include:

- Next available appointment with patient's PCP
- Visit a Walk-In Clinic (if no symptoms)
- 3. Complete an E-Visit via MyChart

Patients with emergent symptoms should be directed to call 911.