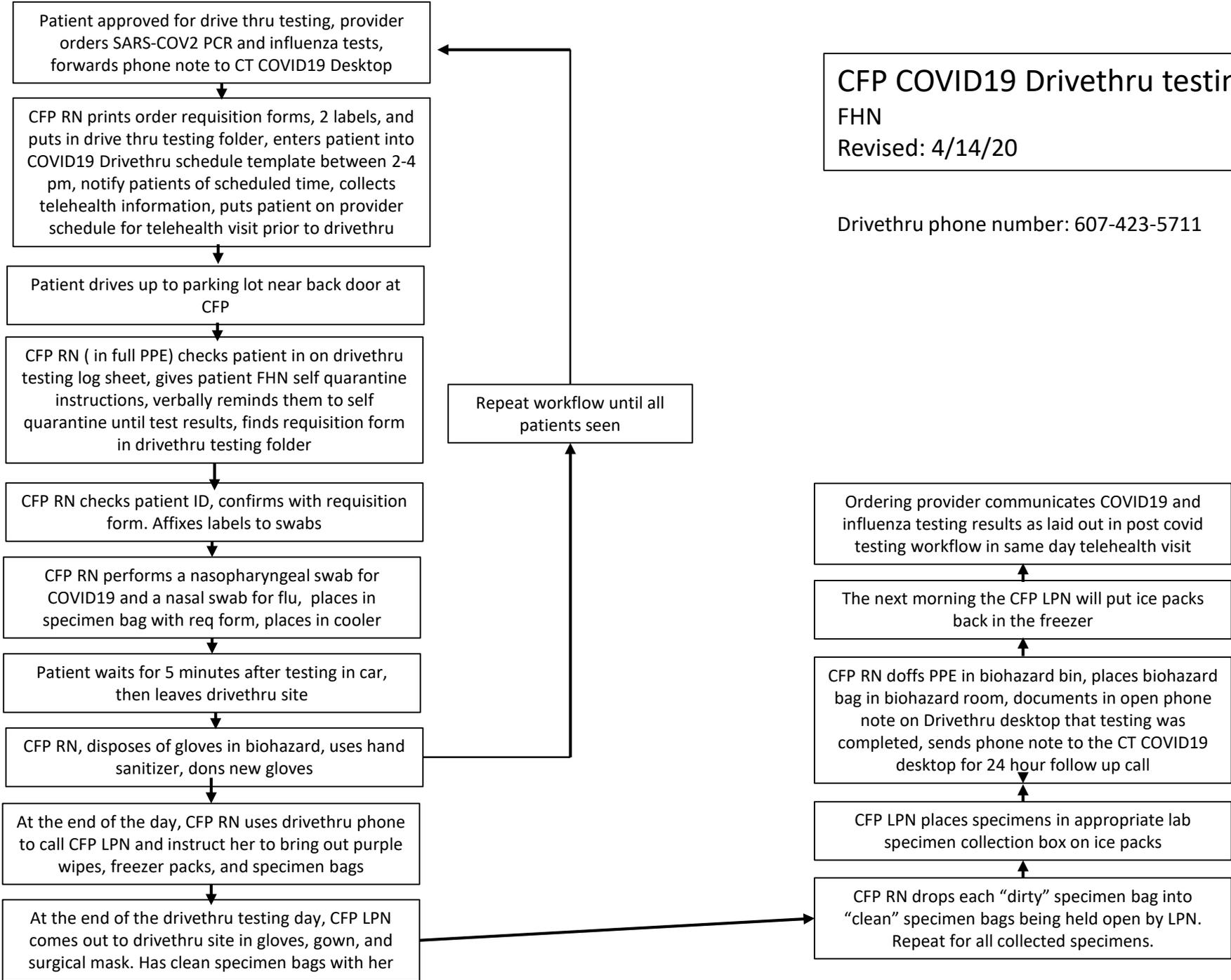


CFP COVID19 Drivethru testing workflow

FHN
Revised: 4/14/20

Drivethru phone number: 607-423-5711



During morning huddle, provider, nurse and CC review PVP for 7 days in advance, patients who meet priority criteria will be highlighted on PVP, CC's will call these patients and ask if they are willing to see their provider for a telehealth visit rather than coming into the health center, if they consent, their visit in the provider schedule will be annotated as a telehealth visit. The CC will inform the patient to expect a text when their provider is ready to see them. If they cannot accept a text, the CC



On the day of the telehealth visit, the CC's will denote on the PVP which visits are telehealth and how the patient prefers to be contacted

At the time of the telehealth visit, the provider will access the DoxyMe site, send a text message or other invitation

Telehealth workflow

FHN

3/19/20

Priorities

- All counseling appointments
- Pediatric behavioral health patients
- Patients over 60 with comorbid conditions or immunosuppressed who require routine follow ups
- A symptomatic patient or PUI who is managing symptoms at home

