

Post COVID 19 Testing Workflow

Patient is tested for COVID 19 in the drive thru (**or in some cases, in the office**). Center Manager (or designee) completes COVID test log (**ALL** sections) and sends to Jess Manderville for tracking/reporting.

Patient is informed that they will be contacted in roughly 2-3 days with results.

Nurse visit is created after patient is tested, documenting that patient received test and where specimen was sent for testing. In certain cases, the provider may want a clinical follow up prior to receiving results. The patient's provider will do these contacts with the patient in 24-48 hours.

Note: For a COVID test done in the office at any health center location, the ordering provider will get the patient results.

IF TEST IS POSITIVE:

Ordering provider receives test results, contacts patient to discuss results and reviews instructions. Provider can assess patient to determine if an office visit or telehealth visit is appropriate for the 24 hour follow up visit.

Ordering provider sends a phone note to the front desk to schedule a follow up visit within 24 hours (specify office or telehealth).

Front desk contacts patient and to schedule visit (telehealth-get correct contact info, insurance, etc).

Provider conducts follow up office or telehealth visit. MA/LPN conducts pre-visit phone call, if telehealth visit. Any subsequent follow up is based on the provider's clinical judgement. Provider can provide written documentation/note, as needed to patient/school.

IF TEST IS NEGATIVE:

Ordering provider appends with test result follow up and routes to nurse. The nurse can contact the patient with test results. If requested, written documentation of test results can be provided to patient. For school aged patients, provider should generate note for school (Print/Letters/Statements/School Excuse).

Patient may still be ill; nurse can assess (and/or consult with provider) about their symptoms and determine if acute appointment is needed. Nurse can send phone note to front desk for scheduling, if necessary.

Test results received over the weekend:
Ordering provider will contact patient with results, and then send to nurse to start the follow up workflow.