

COVID 19 Workflow for Community Office

COVID / Respiratory/ Fever Calls	
Initial Phone Triage (MOA Screening Questions)	<ol style="list-style-type: none"> 1. Have you had contact with someone with COVID? 2. Do you have a new cough or fever? 3. Have you travelled out of the country in the last 14 days? 4. Are you a health care worker?
A person with known exposure to COVID	Ask to go to our website and click on the link for the COVID 19 and Influenza Assessment Clinic to book an appointment to arrange for an assessment
New cough, shortness of breath, or fever, regardless of travel history	Please book a Virtual Appointment with the doctor to assess. Doctors: if the patient requires an in-person assessment, do a referral to COVID Assessment Clinic (see referral form)
Asymptomatic, returning traveler	Need to be quarantined at home for 14 days. Can send to our website and follow links for home quarantine information. If they need to see doctor for another reason, book a Virtual Appointment.
Symptomatic (cough, fever, SOB) and health care workers	Ask to go to our website and click on the link for the COVID 19 and Influenza Assessment Clinic to book an appointment to arrange for an assessment

All Other Calls

<p>Non-essential appointments (Paps, yearly physicals, complex care) and procedures that can be deferred (IUDs, ear syringing, B12 shots)</p>	<p>Defer. Ask to check website or call back in 2-4 weeks to reassess situation.</p>
<p>Appointments requiring assessment</p> <p>-PN apts, newborn exams, well babies up to 1 year, New CP, New AP, New Jt pain, New rash</p> <p>Procedures – Allergy shots, depot provera</p>	<p>Book spaced out throughout day (with Virtual apts in between, goal to avoid crowded waiting room)</p> <p>Sick patients (ie. sick kids, any resp symptoms that we end up needing to see) to be booked after 4pm. To check in from parking lot, come directly into room</p>
<p>Recommend for ALL appointments except examples above</p>	<p>Book Virtual Appointment</p> <p>-Please click on 'Virtual Appointment' – aim to start this process at least ten minutes prior to your appointment time</p> <p>-Please sign the consent form for online communications</p> <p>-Select your doctor 'You will be seeing Dr ____'</p> <p>-Please wait for the doctor. We will do our best to be on time, but you may have to wait if we are running behind. We thank you for your patience.</p>