All patients with the following listed criteria receive a same day telehealth appointment with a provider.

Patient tests positive for COVID-19:
- Collect family, medical, and surgical history including current medications and medication allergies. Document history of presenting illness including symptoms, patient-reported vital signs, type of COVID test taken, and date of positive test. Update pharmacy preference.

Patient has symptoms of COVID-19:
- Was the patient exposed to COVID-19?
  - Yes: MA offers assistance with test self-administration and processing.
  - No: Patient is given an appointment to come to a BACH location for COVID-19 testing.

Patient has been exposed to COVID-19:
- Does the patient have a COVID-19 home test kit?
  - Yes: MA offers assistance with test self-administration and processing.
  - No: Patient is given an appointment to come to a BACH location for COVID-19 testing.

Provider:
- Assess the patient's overall health and determine the appropriate treatment. Explain treatment and precautions to the patient.
- Determine the need for additional diagnostic testing, provide counseling on precautions.

MA/LVN:
- Answer any questions that the patient may have after the visit. Coordinates prescription delivery or pick up with pharmacy.
- 5 Days Later: Call the patient to follow up on progress. Document medication compliance and adverse effects, symptom resolution, answer any questions, schedule follow up with provider if necessary.
- Follow-up determined by provider assessment.

Collect family, medical, and surgical history including current medications and medication allergies. Document history of presenting illness including symptoms, patient-reported vital signs, type of COVID test taken, negative result, and patient-reported COVID exposures. Update pharmacy preference.