COVID-19 Mobile Site Connection to Care Workflow

T2T

Registration and Testing

Patient registers online or schedules an appointment with the call center → Patient preents to testing location at sscheduled time, receives test and COVID-19 information → Patient returns home to isolate while they wait for the results

Results

Positive Results- Immediately sent to designated Health Care Associate to schedule same day appointment

Negative Results- Immediately sent to the patient

HCA

Contact patient immediately upon receiving positive result → Tell the patient that you need to arrange a time for a provider to call → Ensure patient registration in EPIC is complete → Provide patient with same day appointment with any telehealth provider → If the patient is uninsured, schedule an appointment for enrollment services 2 weeks out