

COVID-19 High Risk Patient Outreach – SmartPhrase Template

Instructions: review questions and routing information and make sure it works for your clinic. Create and share SmartPhrase with your staff in Epic. Start name with clinic initials (e.g. SEHCHIGHRISKOUTREACH).

Population Health Outreach for patients with health risks:

Purpose: We are calling all patients with chronic health problems to check on their well-being and provide some education about coronavirus

(Script):

Hello, this is @me@ calling from @DEPTNME@. (Confirm patient identity by name and DOB)
Your provider, @pcp@, wanted me to call and check on you.

As you may know, California has declared a state of emergency due to coronavirus.
We are calling to make sure you know some basic information about the current concerns and give you some useful information about coronavirus.

- People over the age of 65 and with chronic health problems are at higher risk of becoming seriously sick from the virus
- The best way to avoid getting sick is to follow the shelter in place order. This means avoiding being around groups of people and avoiding sick people. It's also important to wash your hands frequently, wear a mask when you are outside, and avoid touching your face.
- If you develop a **NEW** cough or fever you should contact your provider's office by phone
- If you have questions about coronavirus you can call 311 and speak to someone about your questions and concerns.

Now we have some specific questions about your health.

(Please check problem list and ask appropriate questions; other sections may be deleted)

Diabetes: Does the patient have diabetes? {Blank multi:19197::"yes","no"}

1. Are you checking your blood sugars? {Blank multi: 19197::"yes","no","N/A"}
2. Are your blood sugars mostly higher than 200? {Blank multi: 19197::"yes","no","N/A"} If yes, schedule TV with PharmD
3. Do you have blood sugars below 70? Or are you having symptoms of low blood sugar like being confused, sweaty, abnormally hungry, shaking, or heart racing? {Blank multi:19197::"yes","no"}
 - If yes, did this happened in the last 7 days? {Blank multi:19197::"yes","no"} If yes, urgently route to RN pool. If no offer TV with PCP
4. (@lasta1c@) Last A1c between 8 and 10? {Blank multi: 19197::"yes","no","N/A"} If yes, offer TV with PCP.
5. Last A1c over 10? {Blank multi: 19197::"yes","no","N/A"} If yes, offer TV with PharmD
6. Do you want the nutritionist to call you for support around eating to manage your blood sugar? {Blank multi: 19197::"yes","no","N/A"} If yes, route to nutritionist

HIV: Does the patient have HIV? {Blank multi: 19197::"yes","no"}

1. Do you have a fever or cough? {Blank multi: 19197::"yes","no","N/A"} If yes, please let PCP know immediately and route to PCP
2. Do you have an appointment scheduled with your provider? {Blank multi: 19197::"yes","no","N/A"} If no, please schedule one. If yes and its in-person, route to provider to see if it can convert to TV.
3. Reassure them that you will send this note to their provider and their provider will make sure that they are up to date with their labs.

COPD and Asthma: Does the patient have COPD or Asthma? {Blank multi: 19197::"yes","no"}

1. Will you need refills of your medications or inhalers in the next 2 months? {Blank multi: 19197::"yes","no","N/A"}
 - If <1 week supply route to RN pool, if >1 week supply route to PCP
2. Do you have questions about how to use your inhalers? {Blank multi: 19197::"yes","no","N/A"} If yes, schedule TV with PharmD.
3. Have you been experiencing any shortness of breath, cough, or breathing problems? {Blank multi: 19197::"yes","no","N/A"} If yes, route to RN pool urgently.

Heart Failure: Does patient have heart failure? {Blank multi: 19197::"yes","no"}

1. Are you able to check your weight daily? {Blank multi: 19197::"yes","no","N/A"}
2. Have you been gaining weight? Are you having worsening shortness of breath or leg swelling? {Blank multi: 19197::"yes","no","N/A"} If yes route urgently to RN pool.
3. Do you want the nutritionist to call you about low salt ideas, to help reduce fluid retention? {Blank multi: 19197::"yes","no","N/A"} If yes, route to nutritionist

If patient has new medical concerns route to RN pool

For all patients:

1. For medicines you take every day, your provider usually sends multiple refills to the pharmacy. If you run out of medicines at home, the first step is to call your pharmacy to request a refill. If they don't have any more refills available, the pharmacy will contact our office and ask your provider to send more. If you have any problems getting refills, you can always call our office with questions. You can also ask your pharmacy about getting medications delivered.

Do you have enough of your medicines for the next month? {Blank multi: 19197::"yes","no","N/A"}

If no: which medications? how much do you have left?

If < 1 week, send to RN pool

If > 1 week, send to PCP

2. Do you have any urgent medical questions? {Blank multi: 19197::"yes","no"} If yes, warm-handoff to RN if question should not wait 24 hours.

3. Would you like me to schedule a telephone visit with your provider? {Blank multi: 19197::"yes","no"} If yes, schedule a TV with the PCP.
If patient as in-person visits scheduled, route to provider to consider conversion to TV.
4. Do you need refills of any other medical supplies like oxygen, incontinence supplies or other equipment? If yes, route to BA {Blank multi: 19197::"yes","no","N/A"}
5. If you have caregivers, have they stopped seeing you or are you worried about not having enough help?: {Blank multi: 19197::"yes","no","N/A"} If yes, route to PCBH.
6. Do you have enough food and access to meals?: {Blank multi:19197::"yes","no"} If no, please route to nutritionist or food pharmacy lead

7. @tobhx@ (If patient is a smoker): At your last visit we had you listed as a tobacco user. Tobacco use can put you at increased risk for getting very sick from coronavirus, you can call the California Smoker's Helpline at 1-800-No-Butts to get telephone counseling.
{Was patient referred to smokers helpline? (Optional):34879}
 - Would you like to talk with a pharmacist about smoking cessation medications? {Blank multi: 19197::"yes","no"} If yes, schedule TV with PharmD.

8. I have down the following emergency contacts @EMERCONT2@. Is this correct? {Blank multi:19197::"yes","no"} If no, update emergency contact info.

9. Can I help you with anything else, or are there things we need to let your provider know?: {Blank multi: 19197::"yes","no"}

Stay safe and be well.

Voicemail SmartPhrase: LMOMHIGHRISK

Left message on patient's voicemail saying "Hi my name is @me@, I am calling from @DEPTNME@. As you may know, the state of California recently declared a state of emergency due to the coronavirus. We are calling patients to check in regarding their concerns, provide some basic information about how to keep safe and see if you had any immediate health needs. We will try calling back at another time, meanwhile, if you have any questions regarding your health please give us a call at @DEPTPHN@".

Instructions for CCC staff: If patient calls back, please get preferred date, time, and phone number to call back and route message back to @me@.