

## Talking Points for Patients with COVID-19 Symptoms or Concerns

### If a Patient Arrives with some COVID-19 Symptoms:

(Coughing, Fever, Shortness of Breath)

- *I'm sorry you aren't feeling well. Could we please ask you to put on this mask?*
- *Thank you. Please wait right here and someone will be with you very shortly.*  
(Notify staff to place patient in a room with door closed immediately.)
- *Please follow (name) who will help you.*
- (Staff to close the door and apply Droplet/Contact sign.)  
(Finish checking in the patient in the exam room including travel questionnaire.  
(Providers to follow the 2- COVID-19 Patient Workflow.)

#### Notes:

- One support person may accompany the patient, and the support person doesn't need a mask.
- **If no exam rooms are available**, and the patient does not have mobility issues, ask if he/she can wait in their car. Get the patient's mobile number so you can call when ready for him/her to come in.

Say:

*We will have an exam room ready for you shortly. For your protection and the protection of other patients, would you please wait in your car until an exam room is cleaned and ready for you? Could I have your mobile number to call you when it's ready?*

#### Then:

- Use alcohol hand gel immediately, and wash your hands as soon as possible. Disinfect all surfaces periodically according to directions.
- **If the patient meets current CDC recommendations for suspect patients**, keep a list of patients maintain a list of staff and visitors who came into contact with suspected patient.

## **If a Patient Calls with Concerns that He or She Is Experiencing COVID-19 Symptoms**

- *Thank you for calling us in advance so we can prepare for your care.*
- *May I get your full name and contact information (phone numbers and address) in case we get cut off?*
- *Could I please ask a few quick questions?*
  - a) *Do you have a cough?*
  - b) *Are you experiencing shortness of breath?*
  - c) *Do you have a fever?*
  - d) *Have you recently traveled in an area with known COVID-19 cases?*
  - e) *Have you recently been in close contact with someone confirmed to have COVID-19?*
  - f) *Are you a healthcare worker?*

### **If the patient meets current CDC recommendations for suspect patients:**

- *Start a telephonic visit with one of our providers*
- *Note this is a billable visit and CMS has relaxed guidelines-see guidance: <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>*

Notes:

### **If a patient is calling for a medication refill:**

*I will have the provider review your refill request.*

- Enter a telephone encounter for the provider to review. Check to see if an appointment is already scheduled 8 weeks out or more. If so, leave it on the schedule. If they don't have an appointment, schedule one for about 8 or more weeks from the current time.

*Normally we would have you come in sooner, but to minimize risk during this time of COVID-19, we are scheduling refill visits out a little further. In the meantime the provider can review your request, and your pharmacy will let you know when it is ready.*

For All Scheduled meds, we should treat this like any other medication refill and send back to the Provider.

**If a patient calls for an annual physical:**

*Yes, let's get on the schedule for 8 weeks or more from now.*

**If a new patient calls and would like to establish care:**

*We would love to schedule a visit with you. Do you have a problem you need care for now, or would you like to schedule an annual physical?*

- For an annual physical, schedule 8 weeks or more weeks out.
- For a current problem, follow your normal inquiries.