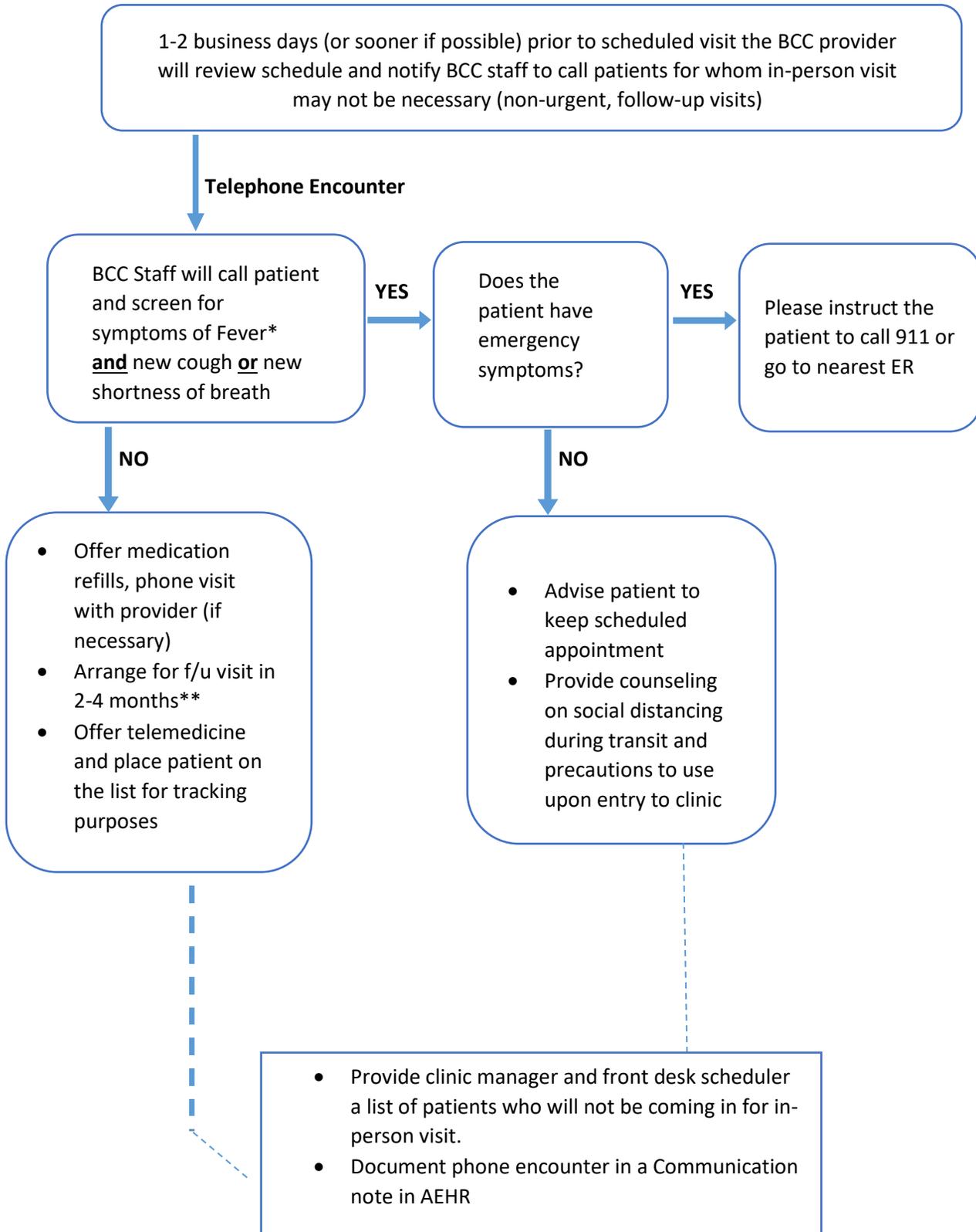


UKID COVID-19 Ambulatory Alternate Care Delivery Care Options Workflow



*Fever may be subjective per CDC

** Guidance for 2 months: Last PCP or ID visit was Sept 2019 or earlier; Pt with last CD4 ≤ 200; Current diabetes on insulin; other specific patient concern/request

UKID COVID-19 AMBULATORY ALTERNATE CARE DELIVERY OPTIONS WORKFLOW

1. Call patient

2. "I am ____ calling from the UK Bluegrass Care Clinic to discuss your upcoming appointment. You have probably heard a lot about the coronavirus outbreak in the news lately. The CDC and public health authorities are asking everyone to do their part to decrease the spread. UK is doing everything we can to keep our patients safe. I would like to discuss if there is an option to get you the care you need without having to come into clinic."

If no answer, leave this message and ask for call back ASAP.

3. "If you need urgent medical care, we want to see you in clinic. These alternate options are not required."

-Screen for symptoms per UKID COVID-19 Team Nursing Phone Triage Protocol → follow protocol if positive screen.

4. If patient does not have a concern: "There are several different ways we can address your healthcare needs. Dr. _____ can call you on the phone instead during your regularly scheduled visit. Or, if you only need something straightforward like medication refills, I can do that electronically. You can also call the clinic at 859-323-5544 with an update on your health and your most urgent health concerns".

-Ask: Do you need medication refills? → REFILL per protocol (can refill even if labs >6 months). Contact prescriber via email if questions.

-Ask: If you would prefer to talk to your provider at your regularly scheduled appointment, please provide a good contact number and be ready to receive a phone call within a 10 minute window of your scheduled appointment. If your provider does not reach you on the first phone call, he or she will try again in 5 minutes. Is it okay to leave a message at this number?

-Ensure contact number is correct in AEHR and that it is okay to leave a message

-Ask: If in the near future we are able to offer telemedicine, would you like to be contacted? If yes, add to list to contact.

-Reschedule patient in ~2-4 months:

-Guidance for 2 months: last PCP or ID visit was Sept 2019 or earlier; pt with last CD4 \leq 200-250; current diabetes on insulin; other specific patient concern/request

-Notify: "There are some groups of people that could develop more severe cases of coronavirus if infected. These include people like you with HIV and (reference patient's specific risk factor – COPD, current smoking, history of heart attack or stroke), and public health recommends that you stay home as much as possible for this reason. If you are having trouble obtaining food or essentials, we can ask your BCC Care Coordinator to call you."