CoVID Patient Notification Protocol

Coronavirus Disease-19 is a disease caused by the strain of coronavirus Severe Acute Respiratory Syndrome (SARS)-CoV-2 that can produce mild to very severe illness and manifests in a wide range of symptoms.
The following patient notification protocol should be followed.

PENDING RESULTS

Symptomatic Patients- Patients who are symptomatic and are pending CoVID results, will receive a call every day from a case manager, until the results return.

Asymptomatic Patients- Patients who are asymptomatic and are pending CoVID results, will receive a call every other day from a case manager, until the results return.

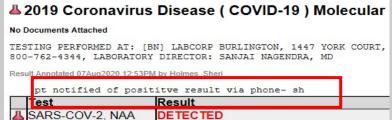Case managers are opening a case management note in Allscripts so that physicians can see the communication.

POSITIVE CoVID-19 RESULTS

Notifying Patient of Positive Result: The ordering provider is responsible for communicating a positive result to the patient. If the provider is busy and/or unable to call immediately, a nurse or other designee may notify the patient in the short-run, but the patient should receive a call from the ordering physician to answer patient questions. An annotation must be added to the result, stating that the patient was notified.

Notifying the Health Department: The ordering provider is responsible for communicating any and all positive results to the health department.

Case Management: AFTER the patient has been notified by the physician of a positive result , a case manager will follow up with the patient daily. Communication can be found in the Case Management note in Allscripts.

NEGATIVE CoVID-19 RESULTS

Notifying Patient of Negative Result: After a negative CoVID result comes back, a case manager will contact the patient with the result.

Notifying the Health Department: N/A

Case Management: Once the patient is notifying of the negative result by the case manager, the Case Management note is closed.