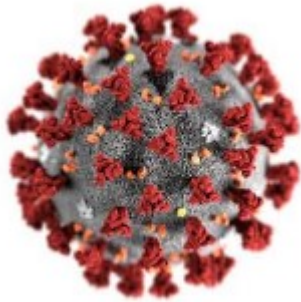




COVID-19 Workflow



As many of you may know, ETSU Health has the ability to collect and send testing out for the Covid-19 Virus. To date, over 200 patients have been screened via the offices and our drive-thru collection site at CEB 1. Below, we have outlined the full workflow for our ETSU Health patients, as well as information on Non-ETSU Health patients.

1. Two tests are typically ordered (Flu Type A/B and the Covid). Both are ordered under Dr. Moorman's name using one of the diagnosis codes listed in the box below.
2. The order goes to a worklist that is monitored by case managers throughout the day.
3. The case managers call the patients daily until the Covid result is received. They document the call in a **Case Management note** and If needed, they will create and mail/fax a work excuse.
4. **Flu results**— Dr. Moorman verifies the result. The case managers call the patient with the result (positive or negative), and forward the result to the actual ordering provider using a **Go To Lab Result task** so they can follow up as needed.
5. **COVID-19 results**— Dr. Moorman verifies and the case manager lets the patient know when the result is negative and mails the result to the patient. The case manager will also send a **Go To Lab Result task** to the PCP. For positive COVID-19 results, Dr. Moorman will contact the patient, the PCP, and the Health Department. Case Managers will follow up with the patient for the 14-day quarantine period and will mail results upon request.

R68.89—Suspected 2019 novel coronavirus infection

B34.2—Diagnosed or confirmed COVID-19

Z20.828—Exposure to COVID-19

Non-ETSU Health Patients:

** For patients with an external PCP, the case manager will notify PCP and fax result for positive flu and negative COVID-19 results. Case manager will call patient with results.

** For patients with no PCP, case manager will try to refer to an ETSU PCP to establish care, and provide flu results and negative COVID results .