



# Tips & Tricks



## 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.

**2019 Coronavirus Disease ( COVID-19 ) Molecular**

No Documents Attached

TESTING PERFORMED AT: [BN] LABCORP BURLINGTON, 1447 YORK COURT, 800-762-4344, LABORATORY DIRECTOR: SANJAI NAGENDRA, MD

Result Annotated 07Aug2020 12:53PM by Holmes, Sheri

pt notified of positive result via phone- sh

Test	Result
SARS-COV-2, NAA	DETECTED

### 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 notified of the negative result by the case manager, the Case Management note is closed.

The screenshot shows the Allscripts interface with the 'Chart' tab selected. A search box contains the text 'case'. Below the search box, it displays '1 of 9 Chart Items (0 Invalid and 6 Audit Items) - Filters Applied'. Under the 'Notes' section, there is a 'Nurses Notes' folder containing a 'Case Management Note (Case Management Note) - LavoieZ, Suzanne; En'.