COVID-19: UCHMG ED Follow-Up Pathway

See the COVID-19 Follow-Up Pathway for Recently Discharged Patients

Yes

Is the patient getting discharged after being admitted to the hospital?

No

Does the patient have a primary care provider (PCP) from School of Medicine?

No

Does the patient have a primary care provider (PCP) from UCH Health Medical Group?

Yes

Consult with Care Management/Social Work/Care Coordinators

Yes

Was patient discharged from an ED?

No

RNCM:

- Review ED daily report, AND
- Contact patient

Create Triage Telephone encounter

Include the following:

- Contact information
- Reason for call: COVID Concerns
- In notes, enter dot phrase .COVID19CAREOUTREACH
- Open Protocols
  - Adult: "COVID-19 (Coronavirus) Exposure A-OH"
  - Pediatric: "COVID-19 (Coronavirus) Exposure P-OH"
- Complete Care advise per protocols
- Enter disposition
- Route encounter to provider

What is the patient disposition?

- Urgent
  - Urgent Need OR
  - PCP to follow-up within one week of ED visit

Urgent

PCP

- Schedule virtual visit with PCP within one week of ED visit

Complete "Call Back"

- Reason: COVID19 Concern
- Due by: Next day
- Recipient: assign to self
- Next Day: check in-basket for Call Back patients to continue daily calls

Does patient continue to be symptomatic?

Yes

End COVID-19 follow-up care

No

Continue daily calls Q1-3 days with appropriate interventions until symptoms resolve

See: COVID-19: Outpatient Follow-Up Pathway

See: COVID-19: UCHMG Outpatient Follow-Up Pathway

See: COVID-19: School of Medicine Outpatient Follow-Up Pathway

Does patient have a primary care provider (PCP) from School of Medicine?

Yes

See: COVID-19: Follow-Up Pathway for Recently Discharged Patients

No

See: COVID-19: UCHMG ED Follow-Up Pathway

Approved: Kelly Bookman, Katie Markey, Becky Sottolino, Kimberly DeLine 05/01/20