COVID-19: UCHMG Outpatient Follow-Up Pathway

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

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?

Yes

Consult with Care Management/Social Work

No

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

Yes

Was the discharged from an ED?

No

Identify and call COVID-19 patients

FINCA:
- Review daily report of COVID pending or positive test results, AND
- Review in-basket referral pool, 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 (Exposed) Exposure A-OH
  - Pediatric: COVID-19 (Exposed) Exposure P-OH
- Complete Care advice per protocols
- Enter disposition
- Route encounter to provider

What is the patient disposition?

- Urgent Need OR
- Home Care

Urgent Need

- Call 911/send to ED, OR
- Same day visit with PCP clinic, OR
  - If no availability, send to Virtual Urgent Care

Home Care

- RN to follow-up every 1-2 days until symptoms improve

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

Continue daily calls every 1-3 days with appropriate interventions until symptoms resolve

No

End COVID-19 follow-up care

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

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

See COVID-19 UCHMG ED Follow-Up Pathway

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

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