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

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See appropriate UCHMG Pathway

- COVID-19 UCHMG ED Follow-Up Pathway
- COVID-19 UCHMG Outpatient Follow-Up Pathway

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

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

Consult Care Management/Social Work/Care Coordinators

Identify COVID-19 patients by reviewing daily report

Clinic MA/RN:
- Review daily report of COVID test results
- Contact patient and inform of test result, if not already known

Is patient positive for COVID-19?

- Yes (+) Positive
- No (-) Negative

MA/RN:
- Inform patient using "negative COVID" script with return precautions

Is patient symptomatic?

- Yes
- No

IF MA is making call, complete warm handoff to Triage RN

Create Triage Telephone Encounter

Include the following:
- Contact information
- Reason for call: COVID Concerns
- Open Protocols:
  - Adult: "COVID-19 (Coronavirus) Exposure A-OR"
  - Pediatric: "COVID-19 (Coronavirus) Exposure P-OR"
- Enter disposition
- Route encounter to provider

What is the patient disposition?

- Urgent need OR
- Home care OR
- PCP same-day virtual visit

Urgent Need

- Call 911, OR
- Send to ED

Home Care

- RN to follow-up every other day until symptoms improve
  - Can be done using the "Remind me" or "postpone tool" in epic

PCP Same-Day Virtual Visit

- Schedule virtual visit with PCP OR next available provider at home clinic within 24 hours
- OR: If no availability with PCP or PCP practice, then schedule with virtual urgent care

PCP decides appropriate follow-up interval

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

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

OR

Yes

No

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

No

Yes

Is patient positive for COVID-19?

- Yes (+) Positive
- No (-) Negative

MA/RN:
- Informs patient of precautions and quarantine guidelines.
- Schedule follow-up call in 3-4 days
  - Can be done using the "Remind me" or "postpone tool" in epic

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