

## How to Route COVID+ patients to the Virtual Urgent Care for monoclonal antibody (mAb) treatment evaluation

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While monoclonal therapies for COVID remain experimental, phase III data shows compelling efficacy, with a reported 90% reduction in the risk of hospitalization in at-risk groups. However, currently only 5% of eligible patients are receiving these therapies. Barriers to utilization include complexities around eligibility and the ordering process itself.

If a provider is uncomfortable with order mAb therapies, it is now possible to refer your patient to the Virtual Urgent Care (VUC) to verify eligibility and initiate treatment. Please note that patients are **not** being charged for mAb outreach encounters that are routed to the VUC. Providers can also use this in-basket pool if they are having trouble navigating the mAb order process within Epic. Patients will typically receive a call from the VUC same day or next business day to determine eligibility and dependent on current infusion center capacity. To route a chart, please use the following steps:

1. Once you have identified a patient that meets the criteria for COVID-19 mAbs, please “Send Chart Upon Closing Encounter” in the Wrap Up section of the navigator.
2. Click “Other” and the “InBasket Recipients” box will open.
3. In the “Pools” box, type VUC mAB, then “Accept”.
4. You will see the “VUC FOR MAB” pool in the recipient box. Please add a brief overview (symptom onset, why eligible) within the Comments section to share with the VUC providers as to the patients’ eligibility for this treatment. Then, click “Send Now”.

**NOTE:** UCHHealth-credentialed physicians and advanced practice providers may access the full version of [this document](#), including screenshots on the [Source website](#) by logging in:

- **Affiliates (Sydney, Steamboat, Stride, Estes Park) and Community Connect** – Sign in with your Epic username followed by @uchealth.org, no space between your Epic username and @uchealth.org. ([EpicUserName@uchealth.org](#))
- **Non-employed contracted providers at UCHHealth community hospitals (PVH, MCR, etc.)** – Sign in with your UCHHealth email address ([FirstName.LastName@uchealth.org](#)) and your Epic password.
- **CU and Children’s** – Sign in with your UCD or Children’s email and password. If you’re still unable to sign in, please contact the UCHHealth IT help desk at 720-848-4000.