



COVID Scheduling Guidelines Tip tool

Scripts for Scenarios:

Site Cancelling NON-essential appts (based on grid below) I am calling on behalf of your provider XX. We are calling to cancel your apt on xx. In response to the coronavirus situation we are not scheduling or rescheduling certain routine visits at this time. Your health is important to us and we want to limit your exposure. We will send a message, update our website and social media pages at a later date to notify you when we will begin scheduling these visits again. We apologize for the inconvenience.

Pt Calling Back due to Text/VM left to CANCEL NON Essential Visits-In response to the coronavirus situation we are not scheduling or rescheduling certain routine visits at this time. Your health is important to us and we want to limit your exposure. We will send a message, update our website, and social media pages at a later date to notify you when we will begin scheduling these visits again. We apologize for the inconvenience. (create similar script for callbacks to schedule telehealth.)

Changing appointments to Telehealth: I am calling on behalf of your provider XX. we are calling to reschedule your apt on xx as a telephone visit (*get the best contact number and update the system*). Your health is important to us and we want to limit your exposure. Please be on the lookout for a call from your provider or a member of the care team on xx/xx at x:xxam (*schedule the next available apt with Pts PCP on their telephonic schedule*). We are excited to be able to offer this new service.

Pt Calling Back due to Text/VM left to schedule Telehealth Visits-In response to the coronavirus situation we are not scheduling or rescheduling certain routine visits at this time. We would like to offer you an apt on xx as a telephone visit (*get the best contact number and update the system*). Your health is important to us and we want to limit your exposure. Please be on the lookout for a call from your provider or a member of the care team on xx/xx at x:xxam (*schedule the next available apt with Pts PCP on their telephonic schedule*). We are excited to be able to offer this new service.

NEW OR EST Patients calling to schedule services eligible for telehealth: : In response to the coronavirus epidemic, we are limiting our in-person visits. Your health is important to us and we want to limit your exposure. However, we have the option of scheduling a telephone visit with a provider. We would like to offer you an apt on xx as a telephone visit (*get the best contact number and update the system*). Please be on the lookout for a call from your provider or a member of the care team on xx/xx at x:xxam (*schedule the next available apt with Pts PCP on their telephonic schedule*). We are excited to be able to offer this new service

SCHEDULING REMINDERS

- All Pts being scheduled per Grid for Essential Services/Telephonic **MUST** be **SCREENED** (*use Coronavirus Screening Tip Tool*)
- All Pts scheduled (including telephonic), PCC to complete a mini registration over the phone to include:
 - Verify and Update Address
 - Verify and Update Phone Number
 - Verify and Update Insurance is still the same (*advise Pt Ins care readily available on the day of apt*)



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DOCUMENT SCREENING QUESTIONS IN APPT NOTES FOR ALL SCHEDULED VISITS (Including Telephonic)

Category	Medical	BHC	MNT
Essential Services on Site	IF PTS SCREEN NEGATIVE OK TO SCHEDULE THESE VISITS: <ul style="list-style-type: none"> < than 16 months WCC ONLY Prenatals (<i>Not Preg Conf or Postpartums schedule telephonic</i>) Hospital F/U Nexplanon and IUD insertions (<i>including Consults</i>) CPE's ONLY for MCD FPW pts that have not had one in the last yr. Essential injections (<i>i.e. depo-including those that are late, 17p, Allergy, B12, Testosterone</i>) New Pts for Birth Control Consults or Preg Confirmations or any of the other essential visits above 	<ul style="list-style-type: none"> Only for crisis situation and via telehealth with patient at the site (will need to link appointment for billing purposes) Pts returning Phone call for BH, reach out via IM if unavailable route Phone note to BH stating Pt returning call 	<ul style="list-style-type: none"> Will provide CCM remotely and reviewing other possible remote services Pts requesting MNT apt send phone note to MNT Pts returning phone call for MNT, reach out via IM if unavailable route Phone note to MNT stating Pt returning call
Telehealth Services (Use Script)	<ul style="list-style-type: none"> Acute Visits, including patients with respiratory symptoms, <u>schedule on the day of</u> with a telephonic provider All other visits (<i>EXCLUDING NON ESSENTIAL DO NOT BELOW</i>) schedule a telehealth visit with the Pts PCP on their Telephonic schedule 		
New Patients (<i>Still schedule according to those Providers open for NPs</i>)	<ul style="list-style-type: none"> Schedule Essential Visits same as above for established patients Req for Acute Reason OR Screen Positive- schedule with a provider open for NPs on the <u>telephonic</u> schedule in NP/Telephonic slots 		
PHONE NOTE TO PCP & RN for further triage	<ul style="list-style-type: none"> Follow normal procedures with no appointment availability or Urgent Triage 		
NON ESSENTIAL DO NOT SCHEDULE (Use Script)	<ul style="list-style-type: none"> AWV CPE WCC >16 months 		

TEMPLATES

ARET (Acute Respiratory Evaluation Teams-Outside)
scheduled by RNs or providers ONLY

Nurse Visit/Triage <20>
Nurse Visit/Triage <20>
Nurse Visit/Triage <20>

Telephonic
Scheduled by anyone according to guidelines above for Telephonic

TelePhonic OV <20>
TelePhonic OV <1>, New Office...
TelePhonic OV <20>

Normal In Clinic Schedule
Scheduled by anyone according to guidelines above for Essential On Site Visits

Open Access <20>
Procedure 40 min <40>



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