Advance Community Health Healthcare for the Homeless - Oak City Respiratory Diagnostic Center (RDC) Testing Referral from RelyMD Workflow

Updated 05/06/2020 (Version 6)

	Prior to Patient Arrival to ACH OCC RDC	During Patient Visit to ACH OCC RDC

Shelter

Client presents with new symptoms (fever, new cough, new SOB, new sore throat), provide mask and isolate → The homeless shelter will call RelyMD

RelyMD

A RelyMD provider will evaluate the patient (client) → Does patient needs COVID-19 testing?
- no → RelyMD will treat the patient's current conditions per clinical judgement
- yes ↓

RelyMD will send ACH Oak City a message via email (ach-rdc@advancechc.org) or phone (984-344-9641) and leave a voice mail after the visit stating patient was evaluated by a provider and needs testing. They will leave contact info provided by shelter.

Note: If they believe symptoms are severe, they will recommend 911.

Per COVID19, Triage for Homeless Shelters and Programs dated 4/1, participant must meet current criteria for possible testing: 1) Patient with both a fever and a cough 2) Patient with either a fever or a cough AND COVID 19 exposure Note: Guidelines are constantly evolving and will follow ongoing guidance around triage of symptomatic clients

ACH CCM

Receives the email message from RelyMD and contacts the shelter to arrange appointment day/time
Note: OCC testing hours are 9a-1p M-F and Shelter can schedule transportation through RideHealth.

CCM will call the County (919-856-7044) to tell them you are in need of placement (quarantine housing). Please note, it has taken on average 1-2 hours after testing is done to arrange for transportation. Documents phone note in Centricity? (Carolyn to advise this part of the CCM workflow)

Confirms that transportation has picked up the patient to take to the hotel

Greeter

Upon patient's arrival to OCC, the Greeter, wearing PPE (surgical face mask, gloves) and maintaining 6 feet, will confirm the scheduled testing appt time and instruct patient to:
1) put on the surgical mask
2) put on hand sanitizer
3) pulse and o2
4) stand for touch-free thermometer on forehead
5) put on gloves
6) walk to the designated Pod

PRR

Completes virtual mini registration via Zoom on the iPad

Connects the patient via iPad to the MA working that Pod #

The Air Traffic Controller virtually moves the patient from "Provider" to "HomePod" in Zoom.

MA / Clinical Staff

Conducts the virtual intake to document temp and pulse ox, complete screening questions via iPad

Enters the Pod with the appropriate full PPE (gown, N95 mask, gloves, eye protection), testing supplies, patient education handouts including CDC handout **and DHHS Guidance for PUI form**, and performs rapid flu/strep (if ordered) and COVID-19 test.

Notifies the Runner that COVID-19 test is complete and hands the testing equipment to the Runner without leaving the Pod.

Instructs the patient to exit the Pod

Clinical staff cleans and wipes down pod and doffs PPE prior to exiting the Pod and informs the Air Traffic Controller that the Pod is clean and documents **that the PUI form was provided to the patient during the COVID-19 testing using the following quick text (.puiform)**

The .puiform quick text reads: "Patient received DHHS PUI form during COVID-19 testing performed by the health center and documented within the EHR"

Provider

If performed, was the flu and/or strep test positive?
- yes → Provides virtual care self-management instructions to the patient
- no ↓

Provider will confirm COVID-19 test was completed, provide virtual self-care instructions, expectations regarding COVID-19 test results communication, (note: provider will still document in Centricity using .negcovid and .poscovid when COVID-19 test results are received?) and notify County as PUI if positive. Enters any appropriate billing codes.

Note: COVID-19 patients are referred to the Care Management Desktop for Care Management to refer ALL COVID-19 positive patients to RN Care Managers; Will follow ACH TCM workflow