1 – 2 working days (or sooner if able) before scheduled session, call patients for whom in-person visit may not be necessary

Afterwards, provide clinic director, coordinator, or scheduler a list of patients who will not be coming in for in-person visit. Can update “notes” section of Epic schedule or find other mechanism that fits your clinic’s workflow.

Telephone encounter

1. Does the patient have symptoms of acute respiratory infection?
   - **YES**
   - Does the patient need to be evaluated urgently/emergently due to possible need for hospitalization?
     - **YES**
     - Does the patient need coronavirus testing due to high risk factors or special population? Provider/clinic staff performs assessment based on current testing criteria.
       - **YES**
       - Consult current guidelines or IPC team given rapidly changing recommendations
       - • Advise patient to go to ER
       - • Provider/clinic staff immediately page infection control (744-3000)
     - **NO**
     - Do the benefits of in-person visit outweigh the risks?
       - **YES**
       - Offer ACDO: phone call, telehealth video visit, eCare
       - • Arrange for follow-up
       - • Document encounter
       - • Provide counseling on social distancing during transit and precautions to use upon entry to clinic if new respiratory symptoms arise (wear mask, notify clinic staff immediately upon arrival)
       - • Advise patient to keep scheduled appointment
     - **NO**
     - • Provide appropriate counseling for home self-care if possible and return precautions
     - • Ask patient to stay home
     - • Offer alternative care options as below if indicated

2. **NO**

   • Offer ACDO: phone call, telehealth video visit, eCare
   • Arrange for follow-up
   • Document encounter
Resources for communicating with patients about ACDO, 3/8/20

Initial phone call key messages, sample scripts

A. Offering ACDO-introduce idea to patients, provide rationale

“I am _____ calling from _____ clinic to discuss your upcoming appointment. You have probably heard a lot about the coronavirus outbreak in the news lately. The CDC and public health authorities are asking everyone to do their part to decrease the spread. Harborview is doing everything we can to keep our patients safe. I would like to discuss if there is an option to get you the care you need without having to come into clinic.”

If no answer, leave this message and ask for call/eCare message back ASAP.

B. Offering ACDO-explain that this is not mandatory

“If you need urgent medical care, we want to see you in clinic. These alternate options are not required.”

C. Offering ACDO-provide options

“There are several different ways we can address your healthcare needs. We can arrange a virtual video visit using your smart phone or computer, to occur during our regularly scheduled visit. If you do not have access to a smart phone or computer with internet, I can call you on the phone instead during your regularly scheduled visit. Or, if you only need something straightforward like medication refills, I can do that electronically. You can also send me a message via eCare with an update on your health and your most urgent health concerns”

D. Exploring risks versus benefits-inform patient if they are in a high risk group

• “There are some groups of people that could develop more severe cases of coronavirus if infected. These include people like you with _____ (reference patient’s specific risk factor), and public health recommends that you stay home as much as possible for this reason.”

• “Do you feel comfortable that we could address your health concerns by phone?”

• If applicable, “I feel confident that we can address your health concerns just as well by phone.”

E. Assess for symptoms of respiratory infection-see UW Medicine Share Point for additional counseling resources (“RN Phone Triage”)

F. Counseling on symptom management and return precautions-additional resources to come. See UW Medicine “The Huddle” and public-facing Novel Coronavirus Information

eCare message adaptations

• Include text from A, B, C and as relevant from D. Consider also asking “I also would like to know if you have a new cough, shortness of breath, or fever.” End with “Please reply as soon as possible to let the clinic know if you would like to keep your scheduled appointment or if one of these alternates is a better fit for you.”

ZipWhip text message adaptations

• Under development.
Electronic resources

Epic Documentation: Smart Phrases

- COVID19TELEHEALTH: can be adapted for nurse phone triage, telephone calls (non-billable), telehealth visits
- COVIDECARE: patient counseling for home care, return precautions, and hyperlinks to reference websites (UW, DOH, CDC) for patients
- Continue to look for updates on additional Epic resources currently under development (type “.COVID” in Epic to see latest options)