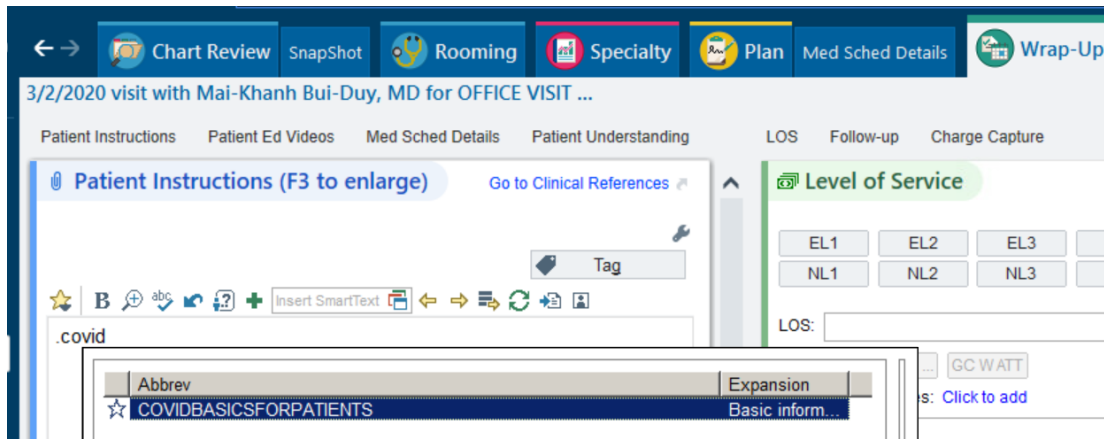Providers receiving requests for information about COVID-19 can use a standard communication template to provide patients with current information and recommendations during standard visit and letter encounters.
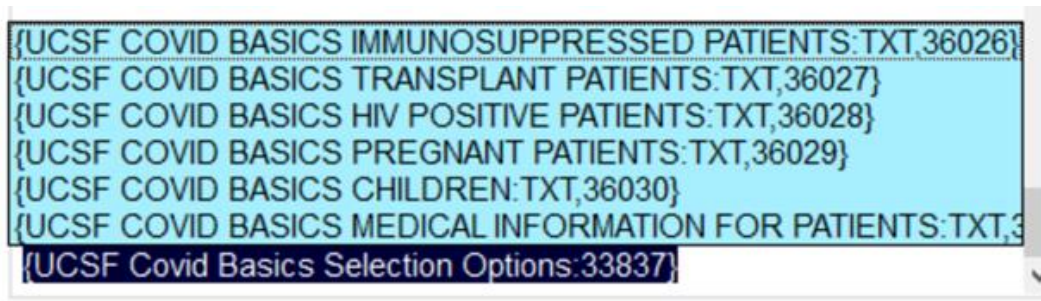
Providing COVID Information from a Clinic Visit or Telehealth Visit

Navigate to the patient instructions section of the Wrap Up tab and type **.covid** to pull in the *Covid Basics for Patients* instructions template.

The instructions will pre-populate with the standard information for all patients. Click F2 to jump to the list of selection options and select the additional instructions that are appropriate for the patient. Options include:
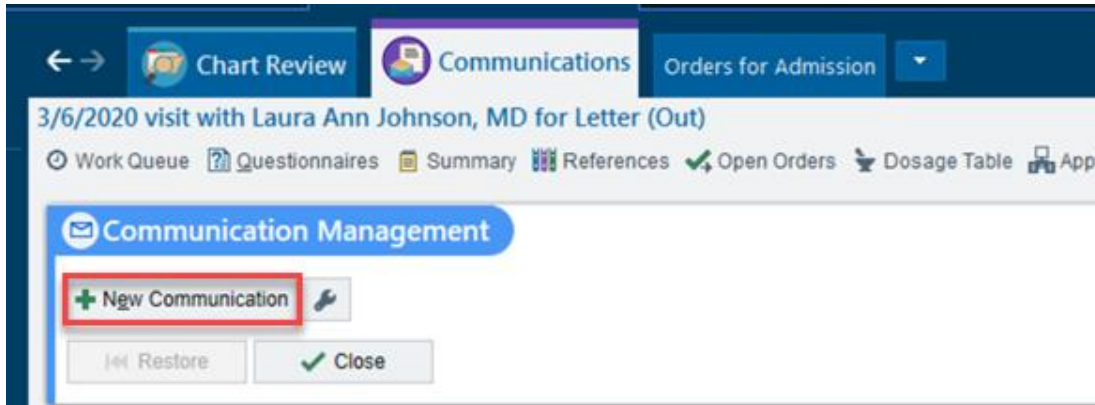
- Immunosuppressed patients
- Transplant patients
- HIV patients
- Pregnant patients
- Children
- Medical information for all patients

Select all that apply. The instructions will be included in the AVS and/or can be printed separately if needed.

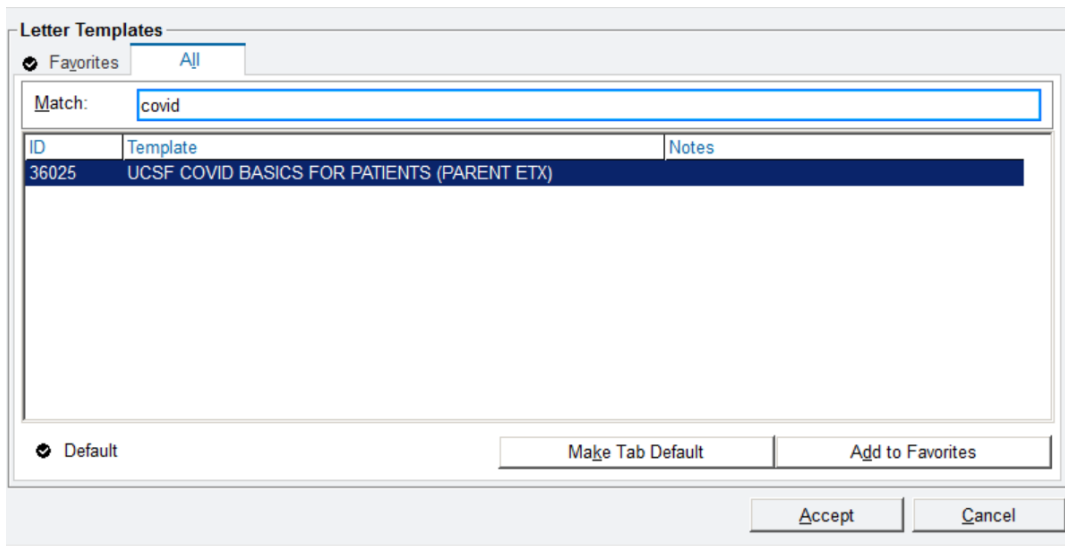## Providing COVID Information from a Letter (out) Encounter

From a Letter (out) encounter, click **New Communication**.

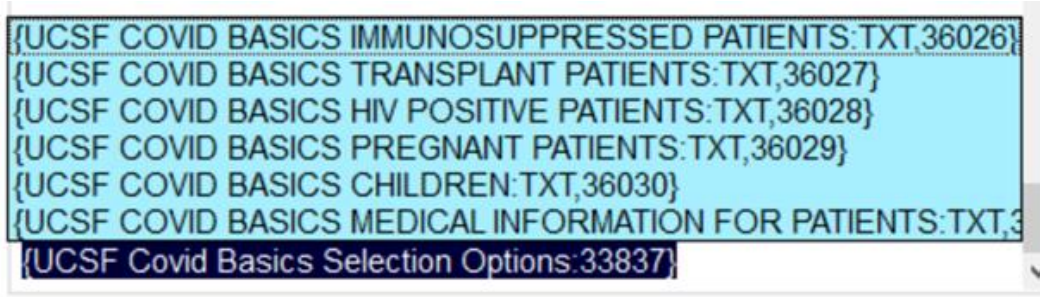
Select **Other** from the template options.

Type **COVID** into the selection window and select *UCSF COVID Basics for Patients (Parent ETX)* and click **Accept**.

RCox;   3/05/2020
CCastonguay

The letter will pre-populate with the standard information for all patients. Click F2 to jump to the list of selection options and select the additional instructions that are appropriate for the patient. Options include:

- Immunosuppressed patients
- Transplant patients
- HIV patients
- Pregnant patients
- Children
- Medical information for all patients

{UCSF COVID BASICS IMMUNOSUPPRESSED PATIENTS:TXT,36026}
{UCSF COVID BASICS TRANSPLANT PATIENTS:TXT,36027}
{UCSF COVID BASICS HIV POSITIVE PATIENTS:TXT,36028}
{UCSF COVID BASICS PREGNANT PATIENTS:TXT,36029}
{UCSF COVID BASICS CHILDREN:TXT,36030}
{UCSF COVID BASICS MEDICAL INFORMATION FOR PATIENTS:TXT,3
{UCSF Covid Basics Selection Options:33837}

Select all that apply and send the letter to the patient.