

Providers

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.

←→	🝺 Chart Review	SnapShot	🤣 Rooming	Specialty	📴 Plan	Med Sched	Details	😭 Wrap	-Up
3/2/202	0 visit with Mai-Khar	h Bui-Duy	, MD for OFFICE	VISIT					
Patient I	Patient Instructions Patient Ed Videos Med Sched Details Patient Understanding LOS Follow-up Charge Capture								
0 Pa	tient Instructions	(F3 to enla	arge) Go to	Clinical References 🦉	<u>^</u>	Jack Level of	Service		
				8		EL1	EL2	EL3	E
				🗳 Tag		NL1	NL2	NL3	N
	★ B ⊕ № № ♀ + Insert SmartText → ↔ → → ↓ ↓ ↓					OS:			
	Abbrev				Expans	ion	G	C W ATT	
		RPATIENTS			Basic ir		s: Cli	ck to add	

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

UCSF COVID BASICS IMMUNOSUPPRESSED PATIENTS: TXT, 36026	3
{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. 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.

←→	Deart Review		Orders for Admiss	ion	
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	ommunication Ma	nagement			
	w Communication 🖌				
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Select **Other** from the template options.

Communication	n Management						
Search all contacts		3 Patient 4 Print For Pa	tient 5 Care Team	6 OB Provider	<u>7</u> Free Text		
Work Excuse (Basic)		Jury Excuse (12 Months)	Jury Excuse (Indef	inite)	Blank	Copy Letter	Other
Letter: No letter sele	ected					From: COX, RACH	IEL P

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

♦ Fayorites All			
Match: covid			
ID Template 36025 UCSF COVID BASICS FOR PATIENTS (PAREN	Notes		
Default	Ma <u>k</u> e Tab Default	A <u>d</u> d to Favorites	
		Accept <u>C</u> ance	el

Communicating with Patients About COVID-19



Providers

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.