



KEY INFORMATION

COVID Hotline (415-514-7328)
Hours of Operation: Monday-Friday: 8-5pm; Saturday-Sunday: 8-2pm

Adult Respiratory Screening Clinics (RSCs)
**Backline #s listed below are only for non-RSC clinics sending patients screening positive for COVID symptoms (those that are already on campus) directly to RSCs for walk-ins with the "Clinic to RSC Passport."
-Parnassus RSC Open now;
Backline: 415-353-2138; Frontline: 415-353-2602
Hours of operation: M-F, 8-6pm (Open Sat, 3/28 from 8-6pm)
400 Parnassus Ave, First Floor San Francisco, CA 94122

-Mount Zion RSC Open now;
Backline: 415-885-3549
Hours of operation: 7-days per week, 8-6pm (Closed Sat, 3/28)
1600 Divisadero Ave, 2ndFloor of the Cancer Center San Francisco, CA 94115

-Mission Bay RSC Open now;
Backline: 415-514-4085
Hours of operation: 7-days per week, 8-6pm (Closed this weekend 3/28-3/29)
1825 4th street, 4th floor, Gateway Medical Building San Francisco, CA 94158

Provider Only Central Scheduling Line
1. Providers requesting RSC appts must use the smartphrase covidadultremotetriage for their pts & must put in a referral in Apex
2. RSC appts require a referral - For urgent RSC/VACC scheduling questions providers may call this provider-facing line 415-514-2850; DO NOT DISTRIBUTE THIS PHONE # TO PTS
Hours of operation: 7 days per week, 8-6pm

Direct Admission Guidelines for Patients waiting in the RSC:

Guidelines for RSC decision-making when waiting for a direct admit pt.
-If pt is in RSC for > 2hrs & there is no room in the RSC, RSC to contact TC to determine if pt needs to be sent to the nearest ED (2 hr clock begins when Transfer Attending accepts the admit)
-Parnassus & MZ RSCs send patient to the Parnassus ACU/ED
-Mission Bay RSC patients who are being directly admitted, but who cannot wait on site should go to the Parnassus ED just like other RSC patients. They should not go to the MB ED unless they are clinically deteriorating or otherwise need emergency care.
-Default for stable direct admit pts MB & Mt Zion RSC is they get sent to Parnassus for Direct Admissions (aligned with hospital surge protocol)

Unit Charge Nurse (CN)
-Notified by Admitting regarding ETA and accommodation needs, wheelchair, supplementary O2, etc.
-Provide heads up to Hospital Supervisor (HS)
-HS to notify Security Staff and Visitor check-in staff of patient arrival
-Work with Hospitality for accommodation needs, wheelchair, supplementary O2, etc
-CN or designee to meet patient at lobby, along with Hospitality Transport if needed, at the ETA

For consults only:
MB Hospitalist
Transfer Attending
Voalte #: 5021235
Pager: 4430093