Mission Bay On-Site PUI Workflow

Patient Screens Positive in Clinic

- Scheduled Clinic Visit
- Clinic decides if visit to be completed or rescheduled
- Clinic Staff escorts patient to Destination Clinic
- Clinic Visit Completed
- Clinic coordinates COVID evaluation
  - Can Swab be performed in Clinic?
    - YES: Clinic places referral: Amb Ref for COVID Testing/RSC (REF778) Select video visit + PCR swab
      - Clinic collects sample
    - NO: No referral placed
  - Clinic places referral: Amb Ref for COVID Testing/RSC (REF778) Select video visit
  - Clinic collects sample
  - Patient discharged after COVID evaluation complete

Patient Screens Positive in Lobby

- Lobby Screeners call Destination Clinic to inform that patient is a PUI
- Clinic Staff escorts patient to Destination Clinic
- Clinic Visit Completed
- Clinic coordinates COVID evaluation
  - Can Swab be performed in Clinic?
    - YES: Clinic places referral: Amb Ref for COVID Testing/RSC (REF778) Select video visit + PCR swab
      - Clinic collects sample
    - NO: No referral placed
  - Clinic places referral: Amb Ref for COVID Testing/RSC (REF778) Select video visit
  - Clinic collects sample
  - Patient to be scheduled by Central Scheduling for video visit with RSC provider within 24 hours

Clinic unable to accommodate PUI

- Charge nurse or Practice team calls patient to defer and reschedule visit
- Patient to leave facility and told to contact COVID hotline at (415) 514-7328 or their Primary Care Provider

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THIS OPTION FOR ADULT PATIENTS ONLY: Clinic calls RSC at (415) 353-2138 for on-demand video visit assessment with RSC provider, to be completed while patient is on-site in destination clinic. Clinic collects sample.
TIP SHEET FOR ORDERING COVID PCR SWAB AND PROVIDER VIDEO VISIT

Use Ambulatory Referral to COVID Testing Appointment/RSC and COVID POCT/PCR Panel (REF 778), to request a provider appointment or a swab only visit. The PCR swab order is included in the order panel.

Provider visit + Swab

Select Provider Appointment, Video Visit and PCR Swab

Order as Priority 1
Outpatient Symptomatic

Swab only

No referral needed de-select this box
Select swab only

Order as Priority 1
Outpatient Symptomatic