

Summary of COVID-19 Automated Patient Communications

Office of Population Health and Accountable Care

Note: This document reflects the current state of patient outreach efforts related to COVID-19 coordinated by the Office of Population Health and Accountable Care. Efforts described below include pre-appointment and post COVID-19 testing outreach. Workflows and scripting continue to evolve rapidly.

Prior to Appointment

Communication type	Days from Appointment					Patient Population
	-4	-3	-2	-1	Appt	
1. COVID-19 MyChart Message (if Active)		P + V				UCSF West Bay Periop, Primary Care, Specialty, LPPI; Marin, BCHO
2. COVID-19 Cipher automated call (if not Active on MyChart)		P + V				UCSF West Bay Periop, Primary Care, Specialty, LPPI
3. COVID-19 Cipher automated call or SMS (Cancer Center patients)	P					UCSF West Bay Cancer Center

P = Scheduled In Person Visit

V = Scheduled Video Visit

1. COVID-19 MyChart Message (if patients are active on MyChart)
 - a. Effective 2/6/20
 - b. Provides link to COVID-19 Symptom Checker and provides information on visitor policy for patients with upcoming appointments in 3 days. For UCSF patients, message offers COVID-19 hotline number to triage coronavirus-related symptoms.
 - c. [Message for UCSF patients \(excluding Primary Care and Cancer Center\)](#)
 - d. [Message for UCSF Primary Care Patients \(excluding patients with telephone or video visit appointments\)](#)
 - e. [Message for Marin Patients](#)
 - f. [Message for BCHO Patients](#)
2. COVID-19 Cipher Automated Call (if patients are not active on MyChart)
 - a. Effective 2/6/20
 - b. Asks patients with upcoming appointments in 3 days about symptoms (excluding primary care patients with telephone or video visit appointments). Patients with either symptoms, or symptoms with known exposure receive a call back from the COVID-19 hotline. Asymptomatic patients with known exposure are asked to call the hotline and given instructions about monitoring themselves at home. All patients are given instructions about the ambulatory visitor policy.

3. COVID-19 Cipher Automated Call/Text for UCSF Cancer Center Patients (In-Person Appointments Only)
 - a. Effective 4/3/20
 - b. Daily text/automated phone calls that ask patients with upcoming in-person appointment in 4 days about symptoms and exposure. Automated outreach continues if a patient is unreachable until 3 days prior to the appointment.
 - c. Connects symptomatic or exposed patients with Cancer Center clinical staff to discuss options for care and provides information on ambulatory visitor policy.

Post COVID-19 Testing Outreach

4. Negative COVID-19 Test Results Distribution
 - a. Effective 3/24/20; script updated with branching for pre-procedure/appointment patients on 5/28/20
 - b. Distribution of results from all testing sites are implemented.
 - c. One time call to patients with negative COVID test results and callback from RN if symptomatic patients have questions about their results.
 - d. [Message for Patients with Negative Test Results](#)
5. Positive COVID-19 Test Results Distribution and Ambulatory Monitoring
 - a. Effective date: 4/3/20
 - b. Initial call by RN to patients with positive COVID results within 12 hours and subsequent longitudinal phone monitoring of symptoms every other day for 14 days. If patients feel worse or have questions, they indicate this on the automated call and a nurse will call them back. They can also contact a nurse by calling our COVID Nurse Line (415-476-6408) which is staffed seven days a week, 8am-4pm (M-F) and 9am-2 pm (Saturday and Sunday).
 - c. RNs work with a dedicated MD team on-call to address symptom escalations.
 - d. Frequency: Initial call and then every other day
 - e. [Message for Initial Call](#)
 - f. [Message for Longitudinal Follow Up](#)
6. Positive COVID-19 Post-Discharge Follow-up & Ongoing Monitoring
 - a. Effective date: 5/1/20
 - b. Initial call 24 hours after discharge, with complete list of transitions questions asked by Cipher call, then same every other day longitudinal phone monitoring that the ambulatory patients receive (same script as 5f above)
 - c. RNs work with a dedicated MD team on-call to address symptom escalations, with special outreach to discharging MD to weigh in on clinical case.
 - d. Frequency: Initial call within 24 hours then every other day

MyChart Message - UCSF Patients excluding Primary Care and Cancer Center (includes in person or telephone and video visit appointments)

We look forward to your appointment.

If you have been in close contact with a confirmed coronavirus case or are currently having any new, unusual or worsening symptoms, please use the Coronavirus Symptom Checker [Hyperlink: <https://ucsfmychart.ucsfmedicalcenter.org/ucsfmychart/SymptomChecker>] on MyChart so that we can connect you with the most appropriate type of medical care, or you can call our COVID-19 patient hotline at (415) 514-7328.

If you have an onsite in-person appointment, please note that to make everyone's visit to UCSF as safe as possible, UCSF is restricting visitors within ALL clinical areas. More information can be found at: <https://coronavirus.ucsf.edu/visitors>.

Additional Coronavirus resources:

- [UCSF Coronavirus website](#)
- [San Francisco Department of Public Health](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)

MyChart Message - UCSF Primary Care Patients (excludes telephone and video visit appointments)

We look forward to seeing you at your appointment. We understand that you may have concerns about Coronavirus when coming to see your doctor. We share these concerns for you and all of us in our community, and we have taken steps to assure that care can be delivered safely in our clinic:

- All patients and care providers will be asked about current symptoms at the door when coming to our clinic.
- To make everyone's visit to UCSF as safe as possible, UCSF is restricting visitors within ALL clinical areas. More information can be found at: <https://coronavirus.ucsf.edu/visitors>.
- Keep a minimum 6-foot distance from others (unless medically necessary)
- Do not shake hands or engage in any unnecessary physical contact

If you have been in close contact with a confirmed coronavirus case in the past 14 days, have any new, unusual or worsening symptoms, or you currently have COVID-19, you will not be seen in person in our clinic. Connect with the right care by completing the [UCSF MyChart Coronavirus Symptom Checker](#) or by calling our COVID-19 Patient Hotline at (415) 514-7328.

Additional Coronavirus resources:

- [UCSF Coronavirus website](#)
- [San Francisco Department of Public Health](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)

MyChart Message - Marin

Hello,

In light of COVID-19 and the shelter-in-place mandate, MarinHealth Medical Network is committed to safeguarding community health and wellbeing. If your appointment is non-urgent, please call to reschedule for a later date or to convert to a telehealth visit by video on your phone or computer. If

your appointment is required by your provider, please know that our offices have implemented a physical distancing protocol for your protection:

- Upon entering, use hand sanitizer and put on a mask
- Up to 1 visitor may accompany each patient (must be 12 years of age or older and in good health)
- Keep a minimum 6-foot distance from others (unless medically necessary)
- DO NOT shake hands or engage in any unnecessary physical contact

If you are experiencing COVID-19 symptoms (fever, shortness of breath, new or worsening cough), call our patient hotline at 1-628-336-5205 to speak to someone who will assess your symptoms and make you a new appointment by video or in person at our [Adult Acute Care Clinic](#). If you are experiencing life-threatening symptoms, call 911.

If you'd like to use the tool on your MyChart app to self-assess your symptoms, click on the **Coronavirus Symptom Checker** icon at the top of your app.

You can also find additional information about the Coronavirus from [Marin Health & Human Services](#) or the [Centers for Disease Control and Prevention](#) (CDC).

MyChart Message - BCHO

Current as of 6/8; pending BCHO review to align with other messages above:

If you have traveled to a Level 3 CDC country within the last 14 days, or had close contact with a confirmed coronavirus case, please monitor yourself for fever or cough. If you or any of your travel companions develop fever and cough during the 14 days after your travel or after close contact with a confirmed case, please wear a mask over your mouth and nose when you visit us. Please notify us so we can care for you safely. If your scheduled visit is not urgent, please consider rescheduling until more than 14-days after your travel return or contact with a confirmed case (this does not apply to telehealth or video visits). If you are a patient coming to UCSF Health, please note that our visitor policies have changed and please review our visitor policy: <https://www.childrenshospitaloakland.org/main/visitor-restrictions.aspx>.

You can also find additional information about the Coronavirus by searching the Alameda County Public Health Department, Department of San Francisco Department of Public Health, and Centers for Disease Control and Prevention websites or go to www.ucsf.edu/coronavirus.

Negative COVID Test Results Distribution

Hello, this is UCSF Health calling with an important message about your health.

Before we can continue, can you confirm that you are [Patient First Name][Patient Last Name]? Please press 1 for yes, Press 2 if you are a family member or caregiver and are authorized to answer on the patient's behalf, or, Press 3 if we have the wrong number."

- **Patient:** Great, thanks!
- **Authorized Family or Caregiver:** Please complete this call on behalf of the patient
- **Wrong Number:** We are sorry to have bothered you. Have a nice day, goodbye.

We are calling to give you the results of your COVID-19, or coronavirus test that was done on XX date.

If you were tested because you were feeling sick, please press 1; if you were tested because you have an upcoming appointment or procedure, please press 2.

- **Symptomatic:** Please listen to the following results and answer our two questions. (flow to language below – *nothing here has been changed*)
- **Asymptomatic:** Great, thanks. Your test results are **negative**.
Please press 1 to confirm that you heard your negative test results. Press 0 to repeat your test results.
 - If you have questions about your upcoming appointment or procedure, please contact your provider's office. Have a nice day, goodbye!

Symptomatic:

Your test results are **negative**. You do not need to test family members or other close contacts who do not have symptoms such as fever or cough now that you are negative. Please continue to stay home and take care of yourself while you are ill. Reach out to your doctor and specialist for regular health concerns. If at any time you experience new or worsening symptoms, seek medical attention.

Please press 1 to confirm that you heard your negative test results. Press 0 to repeat your test results and instructions.

If you have further questions about the COVID-19 test results, please press 1, if you do not have any questions, press 2.

- **Questions about test results:** Thank you, due to high call volumes, it may take up to 48 hours for a UCSF staff member to get back to you.
- No: [Goodbye message]

If you are having persistent or worsening symptoms and would like to speak with a nurse, please call 415-476-6408. Thank you for completing this call, have a nice day, goodbye!

Initial Call to Deliver Positive Results

Hello may I please speak with __[insert patient name]__? (Use standard CTOP protocol for speaking with a caregiver or parent, if needed)

This is __[insert RN name]__. I am a nurse from UCSF calling about your coronavirus test results. Is now an okay time to talk? Unfortunately, your test for coronavirus came back positive. Although some people can get very sick from it, most people do not have complications and recover well. I am going to ask a few more questions to see how you are doing today, is that okay?

- *Perform assessment & use assessment to reinforce red flags and when to call*
- *If pt needs to call 911 or go to ED, ask them to put on a mask and alert providers that COVID+*
- *If pt answers "worse/yes" to any question, has had fever for 10 days, O2 sat <95% then say: "I am going to let the doctor I work with know and you can expect a call back within an hour. If you have worsening emergent symptoms, then call 911." (Send Pager Box message & ROUTE HIGH PRIORITY; If OB patient, text Dr. Gonzalez)*

Please review the instructions that you received when you were tested. Can you tell me about what you are currently doing to self-isolate and avoid spreading the virus to others?

- *Reference SmartPhrase for appropriate education:*
 - *.COVIDDISCHARGETESTINGSENT – Isolation instructions*

- .COVIDADULTSYMPTOMMANAGEMENT – clinical education

If your household contacts get respiratory symptoms or fever, they should call the COVID hotline 415-514-7328. You will also likely hear from the health department soon.

(If they have a UCSF PCP) - I will let your PCP know that we spoke today.

We will follow up with you for the next 14 days via automated calls. The calls will go out every other day at 9:00am, and if you aren't able to answer then, again at 2:00pm. After you are prompted to confirm that you are the patient or caregiver, you will be asked if you are feeling better, the same, or worse than the previous day. If you are feeling worse, I or one of my nurse colleagues will call you back. Please answer that call, it is important for us to know how you are doing. The phone number the call will come from is 415-799-3703. If for any reason you need emergency care, please make sure to say that you have tested coronavirus positive. Is there anything else I can help you with?

If you have questions between now and our next call in 2 days, please call the Nurse Line at 415-476-6408.

If the patient wants the longitudinal calls to go to a different phone number, you can edit the phone number in Cipher.

Initial Text Outreach

Hello, this is UCSF, we will be calling you later today regarding your recent visit. Please expect our call.

Longitudinal Call Follow-Up

Calls 1-6 (text +2 +4, +6, +8, +10, +12)

Hello, this is UCSF Health calling with an important message about your health.

Before we can continue, can you confirm that you are [Patient First Name][Patient Last Name]? Please press 1 for yes, press 2 if you are a family member or caregiver and are authorized to answer on the patient's behalf, or, Press 3 if we have the wrong number."

- **Patient:** Great, thanks!
- **Authorized Family or Caregiver:** Please complete this call on behalf of the patient.
- **Wrong Number:** We are sorry to have bothered you. Have a nice day, goodbye.

INTRO TEXT

"Since yesterday, are you feeling better, the same, or worse?"

QUESTION TEXT

"Please press 1 for better; Press 2 for the same; or Press 3 for worse"

- **Better:** We're happy to hear that. [Cascade to RN Callback Question]
- **Same:** Thank you for letting us know. [Cascade to RN Callback Question]
- **Worse:** Sorry to hear that you are feeling worse. We will call you back as soon as we can. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.

INTRO TEXT

“Would you like to speak with a nurse about a clinical issue or question?”

QUESTION TEXT

“Please press 1 for yes; or press 2 for no”

- **Yes:** Okay, we will call you back. If you have new symptoms or begin to feel worse, please call 415-476-6408. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.
- **No:** Okay, thank you for answering our questions. If you have new symptoms or begin to feel worse, please call 415-476-6408. You will receive another automated call to check on you in 2 days. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.

Call 7 (text +14)

Hello, this is UCSF Health calling with an important message about your health.

Before we can continue, can you confirm that you are [Patient First Name][Patient Last Name]? Please press 1 for yes, press 2 if you are a family member or caregiver and are authorized to answer on the patient’s behalf, or, Press 3 if we have the wrong number.”

- **Patient:** Great, thanks!
- **Authorized Family or Caregiver:** Please complete this call on behalf of the patient.
- **Wrong Number:** We are sorry to have bothered you. Have a nice day, goodbye.

INTRO TEXT

“Since yesterday, are you feeling better, the same, or worse?”

QUESTION TEXT

“Please press 1 for better; Press 2 for the same; or Press 3 for worse”

- **Better:** We’re happy to hear that. [Cascade to RN Callback Question]
- **Same:** Thank you for letting us know. We will call you back as soon as we can. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.
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INTRO TEXT

“Would you like to speak with a nurse about a clinical issue or question?”

QUESTION TEXT

“Please press 1 for yes; or press 2 for no”

- **Yes:** Okay, we will call you back. If you have new symptoms or begin to feel worse, please call 415-476-6408. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.
- **No:** Okay, thank you for answering our questions. This is the last check-in call you will receive from us. If you begin to feel worse, please call 415-476-6408. If you start to experience a medical emergency, please dial 911 or go to your nearest emergency department.

As of 6/10/2020, 12PM

** Patients who are not better after 2 weeks populate on the dashboard and the RN manually enrolls them in an additional 2 weeks of outreach calls.*