

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 (high risk patients)	P					UCSF West Bay Cancer Center (pilot 3/20/20)

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. Asks patients with upcoming appointments in 3 days to reschedule if not urgent and provides information on visitor policy. For UCSF patients, message offers COVID-19 hotline number to triage coronavirus-related symptoms.
 - c. [Message for UCSF patients \(excluding Primary Care\)](#)
 - d. [Message for UCSF Primary Care Patients \(refers patients to MyChart symptom screener\)](#)
 - 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 travel, exposure, and symptoms. Patients with symptoms and travel/exposure receive a call back from the COVID-19 hotline.
3. COVID-19 Cipher Automated Call/Text for UCSF High Risk Patients (Cancer), Excluding Those with Video Visits
 - a. Effective 3/20/20: Pilot started for GI Cancer patients with upcoming appointments within next 4 days; tentatively expanding to all Cancer Center patients on 4/1/20.
 - b. Daily text/automated phone calls to connect high risk symptomatic patients with clinical staff to discuss options for care (i.e., telehealth if possible). Asks patients about symptoms and exposure and provides information on visitor policy.

Post COVID-19 Testing Outreach

4. Negative COVID Results Distribution
 - a. Effective 3/24/20: Distribution of results from 2 of 5 testing sites (ED and Parnassus RSC) are implemented; full implementation across all sites is expected by 3/28/20
 - b. One time call to patients with negative COVID test results and callback from RN if patients have questions about their results

5. Positive COVID-19 Results Distribution and Ambulatory Monitoring
 - a. Effective date TBD (in development)
 - b. Initial call to patients with positive COVID results as soon as results are received and subsequent automated longitudinal phone monitoring of symptoms
 - c. Frequency: Initial call and then every 3 days

MyChart Message - UCSF Patients excluding primary care

Thank you so much for your understanding and collaboration through this very difficult time. If you have traveled to a Level 3 CDC country within the last 14 days, or have been in close contact with a confirmed coronavirus case, please monitor yourself for fever or cough. If you develop a fever or cough during the 14 days after travel or after close contact with a confirmed case, please notify us at (415) 514-7328 so we can care for you safely. If you do not have symptoms and your scheduled visit is not urgent, please reschedule your appointment until more than 14 days after travel or after close contact with a confirmed case (this does not apply to telehealth or video visits).

To make everyone's visit to UCSF as safe as possible, UCSF is restricting visitors within ALL Clinical areas. Each area has a designated waiting area specifically for visitors or caregivers who are assisting a patient with their appointment. More information can be found at: <https://coronavirus.ucsf.edu/visitors>.

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

MyChart Message - UCSF Primary Care Patients

Thank you so much for your understanding and collaboration through this very difficult time. If you have traveled to a Level 3 CDC country within the last 14 days, or have been in close contact with a confirmed coronavirus case, please monitor yourself for fever or cough. If you develop a fever or cough within 14 days after travel or after close contact with a confirmed case, please notify us at (415) 514-7328 so we can care for you safely.

If you do not have symptoms and your scheduled visit is not urgent, please reschedule your appointment until more than 14-days after travel or after close contact with a confirmed case (this does not apply to telehealth or video visits).

If you are currently having respiratory symptoms, you can use the Coronavirus & Flu 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.

To make everyone's visit to UCSF as safe as possible, UCSF is restricting visitors within ALL Clinical areas. Each area has a designated waiting area specifically for visitors or caregivers who are assisting a patient with their appointment. More information can be found at: <https://coronavirus.ucsf.edu/visitors>.

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

MyChart Message - Marin

Thank you so much for your understanding and collaboration through this very difficult time. 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, please note that our visitor policies have changed and please review our visitor policy: <https://www.mymarinhealth.org/patients-visitors/medical-center-patients-visitors/coronavirus-covid-19/>.

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

MyChart Message - BCHO

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.