

## Process for Referring Patients With Suspected Respiratory Illness to the Adult ED

In COVID19 response, the ED receives many calls for patients being referred from home, clinics, and our hospitals. The volume of calls now exceeds the capacity of our providers to respond.

To improve this process, please use the following:

1. Call the ED 415-353-1238 and tell the clerk you are sending a patient.
  - a. Be ready to give demographic info for patient
  - b. Provide your name and best callback number
  - c. Let the clerk know if you need to speak to the ED attending right away about this patient.
2. Please leave a concise note in APEX of:
  - a. why you are sending the patient to the ED and what you want done
  - b. how to contact you if you want to be contacted
  - c. sign it so we can view it
  - d. The APeX note can be part of that day's encounter or a separate brief note - we will always look for all notes from same day.
3. You may request a callback from the ED provider with the clerk, but understand this is not always possible.

For any patients that require hospitalization but do not need urgent evaluation or stabilization, please follow usual processes to arrange a direct admission (also outlined in COVID ambulatory algorithms).

Thank you for your patience as we work to care for these patients and meet your needs to have these patients seen.