

Memo

To: All Employees and Doctors
From: Management
cc:
Date: 4/9/2020
Re: Update on COVID-19 Screening

For all answered calls, the front office will now be asking two screening questions:

“Has your child or anyone in the household tested positive for COVID-19 or had direct contact with a positive confirmed case of COVID-19?”

*“Does the child or the accompanying caretaker have both a fever **and** cough?”*

If the answer is “Yes” to either of these questions, the front office will offer a telemedicine visit. If the parent prefers to come in to the office instead, the front desk will triage the call and send it to the phone MA to determine if the patient needs to be seen in office or not. The physician is encouraged to offer a car visit when possible.

If the physician decides to see the patient in office, the front office will schedule the visit at the end of the day.

If the patient or parent just has a fever or just has a cough and not both fever and cough, the front office will schedule a normal sick visit.

These questions will be asked when making reminder calls for WCCs the day before as well.