

Memo

To: Doctors, MAs, and front desk
From: Management
Date: December 15, 2021
Re: COVID positive family

When a parent calls for a sick appointment and answer yes to the COVID triage questions a TE should be made and sent to the on call MA. If the on call MA determines an appointment is needed, the front should follow the below options.

1. If the patient or parent is COVID positive a car visit must be scheduled. This is to protect all patients, staff, and other people in the building.
2. If they are suspected of having COVID, due to symptoms or exposure, then end of day visit or end of morning visit will be scheduled. The family should call and check in from the hallway and will be taken into the closest room to the door.

As a reminder, here are the following rooms to use for suspected COVID patients.

Memorial- Room 1

Cypress- Room 1 or 12

Katy- Room 1

Woodlands- Room 1

Fairfield- Room 9

Heights- Room 1

Sienna- Room 15

Sugar Land- Room 7