Screening Documentation for Potential Highly Communicable Disease Patients (Phone Nurse Triage) – Covid-19 (Coronavirus)

This tip sheet outlines the workflow for users completing COVID-19 (Coronavirus) Screening in a Telephone Encounter or Nurse Triage Encounter.

**IMPORTANT NOTE:** You MUST be logged into an outpatient department.

**Workflow**

1. From within the Call Intake tab, click on the Travel screening section to answer the questions.

2. Ask the patient **ALL** of the questions on the screening questionnaire.
   a. Select **Show Details** and **Show All Choices**
   b. If the patient answers **YES**, follow instructions
   c. Select “**Click Here to Access CDC Website**” for detailed information.
3. If the patient needs additional testing for COVID-19 (Coronavirus), the BPA will appear. Select the appropriate “Acknowledge Reason,” add a comment and Click **Dismiss**.

4. If the patient travel screening is positive, do a warm transfer to the HealthLink Nurses.

5. The HealthLink nurses will determine if the patient is appropriate for the RDC.
   a. **If Yes**: Create an inbasket message from COVID RDC Scheduler Pool to request an appointment.

   ![Image of inbasket creation process]

   b. **If No**: Transfer the patient to the VCM Schedulers.

6. **Complete** the remainder of your workflow as usual.
7. If a patient that screens positive presents to, or is scheduled at, any other Epic@UNC facility, the BPA will appear and the Inf Risk icon will be present.

View from Multi Provider Schedule