

GIM COVID Pools Crosswalk

Pool	Purpose	Process	Patient Description
<b>COVID Comm Pool</b>	Initial entry point into clinic for patients calling with COVID related concerns or symptoms	<ol style="list-style-type: none"> <li>1. Call center takes initial call and routes to COVID Communication pool</li> <li>2. RN triages to determine if patient should be sent directly to tent / ILI / ED etc.</li> <li>3. If tent / ILI / ED is not required RN will schedule with either PCP/NPA depending on availability (goal is to schedule same day)</li> <li>4. Provider will conduct complete visit addressing COVID concerns as well as any other clinical management needed</li> </ol>	<ul style="list-style-type: none"> <li>• GIM patients only (at this time) who call the call center</li> <li>• Patients with COVID related questions or symptoms</li> </ul>
<b>COVID Results Pool</b>	Pool where all COVID test results are sent	<ol style="list-style-type: none"> <li>1. Positive and Negative test results sent to COVID Results Pool</li> <li>2. Provider covering pool call patient with results and plan</li> </ol>	<ul style="list-style-type: none"> <li>• Patients who are contacted are those tested in ILI or ED (IP results are disclosed during admission)</li> </ul>
<b>COVID Followup and Monitoring</b>	Centralized team with MD/NP/RNs from various departments who provide ongoing symptom assessment and monitoring for high risk patients with confirmed/suspected COVID infection	<ol style="list-style-type: none"> <li>1. Send inbasket staff message OR route encounter to p BMC COVID Followup Monitoring Team.</li> <li>2. Follow-up monitoring team will provide periodic outreaches every 1-3 days per protocol until patient meets isolation clearance criteria</li> </ol>	<ul style="list-style-type: none"> <li>• Receive primary care at BMC primary care site OR are immunocompromised</li> <li>• Patients who are high risk that would benefit from ongoing monitoring               <ul style="list-style-type: none"> <li>○ Have at least one risk factor: Age &gt;=65, COPD/asthma/underlying lung disease, CAD or CHF, Diabetes, HTN, Obesity, ESRD, ESLD, SCD or immunocompromised</li> <li>○ AND have:                   <ul style="list-style-type: none"> <li>▪ Moderate symptoms (SOB/DOE, fever &gt; 101.5, mod nausea/vomiting)</li> <li>▪ OR cough that is worsening (particularly within first 10 days of symptoms)</li> <li>▪ Other patients ad hoc based on clinical judgment</li> </ul> </li> </ul> </li> </ul>

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<p><b>COVID Retesting</b></p>	<p>Patients who require retesting for removal from isolation</p>	<ol style="list-style-type: none"> <li>1. Send inbasket message or route encounter to p BMC COVID retesting pool. Please provide in your request:             <ul style="list-style-type: none"> <li>• Patient Name and MRN</li> <li>• Reason for requiring retesting (e.g. immunocompromising condition/meds, HD, etc.)</li> <li>• Initial date of symptom onset (if known, otherwise date of test)</li> <li>• Date of last fever and/or moderate symptoms (shortness of breath, vomiting/diarrhea)</li> </ul> </li> <li>2. The retesting pool will own retesting process until patient meets criteria for clearance from isolation</li> <li>3. When a patient receives 2 negative retests 24 hours apart, the retesting pool will inform the patient that they are cleared from isolation, and route the encounter to the primary care physician + referring specialist</li> </ol>	<ul style="list-style-type: none"> <li>• Immunocompromising conditions</li> <li>• Other conditions that require test-based removal from isolation</li> </ul>
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