

# INCOMING CLINIC CALLS

## Patient Service Representative Script

March 8, 2020



Please use the following script and resources to support patients concerned about COVID-19 (novel coronavirus). Do not refer patients to an InstaCare location or Emergency Room unless they have severe or life-threatening conditions or symptoms. To ensure we have enough resources to treat patients in need of care at our hospitals and clinics, we are advising people with mild or no symptoms to stay home, rest and monitor for any escalation of symptoms.

1. Thank you for calling Intermountain Healthcare [Name of Clinic].

(Caller is worried about accessing their appointment and catching COVID-19 in our facility)

2. **We understand that many people in our community have concerns about the Novel Coronavirus or COVID-19. It is safe to come in for your appointment and procedures here. Intermountain facilities and staff are prepared to continue routine care during public health issues. It's important that you continue to access care for your health needs as you normally would. If you have a procedure, appointment, or test scheduled and you are healthy, there is no reason to cancel your appointment.**

(Caller is worried they have COVID-19)

3. Do you have symptoms such as fever, cough, or shortness of breath **AND** have you been in close contact with a COVID-19 patient **OR** traveled to an area with widespread infection?

(Caller answers YES or NO)

YES (reschedule any non-emergency appointments until after 14 days)	NO
<p><i>It's recommended that you stay home and rest. <b>A virtual visit is available</b> on Intermountain Connect Care. Use <a href="https://www.intermountainconnectcare.org">IntermountainConnectCare.org</a> or download the app to be evaluated online by a health care provider.</i></p> <p><i>Using your smartphone, tablet, or a computer, visit your App Store or the website <a href="https://www.intermountainconnectcare.org">Intermountainconnectcare.org</a> to download the "Intermountain Connect Care" app and follow the instructions.</i></p> <p><i>After you complete your screening, the provider will recommend next steps.</i></p>	<p><i>If your condition does not improve after 24 hours, or worsens, consider using the Intermountain Connect Care app to be evaluated online by a health care provider.</i></p> <p><i>Using your smartphone, tablet, or a computer, visit your App Store or the website <a href="https://www.intermountainconnectcare.org">Intermountainconnectcare.org</a> to download the "Intermountain Connect Care" app and follow the instructions.</i></p> <p><i>After you complete your screening, the provider will recommend next steps.</i></p>

(Caller is asking about testing)

4. **Right now, testing is very limited**, and we are prioritizing testing for people with severe symptoms and who are most at risk. A patient must meet specific criteria in order to be tested for the virus. The symptoms and criteria are:
  - Fever, cough, and/or shortness of breath
  - Recent close contact with a COVID-19 patient or travel to an area where it is active
5. **Please also know** that we have put in place restrictions around visiting or accompanying patients at our facilities due to coronavirus and the CDC's guidelines. The guidelines include the following:
  - Visitors and people accompanying patients should be in good health. People who are feeling sick should only enter a facility if they are seeking care.
  - Our hospitals are only allowing two visitors at a time to patients. Our clinics, InstaCares, Home Medical Equipment and pharmacy locations are strongly recommending two companions maximum to patients entering their facilities.
  - Unless being seen for care, we recommend people under 18 to not accompany or visit patients.
  - We need everyone to use alcohol handwash or sanitizer before and after leaving our facilities and any patient rooms or exam rooms.
  - We do not allow anyone to visit patients who have confirmed or possible COVID-19.
  - If you have any special or extreme visitation circumstances you can speak with a nurse or receptionist at the facility.
6. If you would like more information, visit the website [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus), or visit [IntermountainHealthcare.org](https://www.intermountainhealthcare.org) and select the coronavirus link.
7. For general Coronavirus questions, please contact **Health Answers at 844-501-6600**
  - a. A registered nurse is available 24/7 to answer your questions.