

INCOMING CALLS

Call Script

March 8, 2020



Please use the following script and resources to support patients/members who are concerned about COVID-19 (novel coronavirus). Do not refer patients/members 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 **call before they go** and otherwise stay home, rest, and monitor for any escalation of symptoms.

(Caller asks about Coronavirus)

1. *We understand that many people in our communities have concerns about the novel coronavirus or COVID-19. You can call your primary care provider or visit **CDC.gov/coronavirus** or **intermountainhealthcare.org** for detailed information about COVID-19 before visiting an urgent care clinic, provider's office, or the Emergency Room.*
2. *If you are experiencing mild symptoms, please stay at home. Intermountain **Connect Care** is available for virtual screenings by a provider.*
 - a. *Using your smartphone, tablet, or computer, visit your App Store or **Intermountainconnectcare.org** to download the "Intermountain Connect Care" app and follow the instructions.*
 - b. *Upon completing your screening, the provider may recommend you go in-person to your primary care provider, urgent care, or Emergency Department.*
3. *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:*
 - a. *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.*
 - b. *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 those facilities.*

- c. *Unless being seen for care, we recommend people under 18 to not accompany or visit patients.*
 - d. *We need everyone to use alcohol handwash or sanitizer before and after leaving our facilities and any patient rooms or exam rooms.*
 - e. *We do not allow anyone to visit patients who have confirmed or possible COVID-19.*
 - f. *If you have any special or extreme visitation circumstances you can speak with a nurse or receptionist at the facility.*
4. *For general questions, contact Health Answers at 844-501-6600 or visit your state's Department of Health website:*
- *Utah: health.utah.gov*
 - *Idaho: healthandwelfare.idaho.gov*
 - *Nevada: dhhs.nv.gov*