TEST RESULTS and PATIENT FOLLOW-UP
COVID-19 LABORATORY TEST RESULT NOTIFICATION AND PATIENT FOLLOW-UP AND MONITORING PROCESSES (COVID-19 CARE)

COVID-19 TEST RESULT NOTIFICATION PROCESS
➢ Central Lab contacts ordering provider/ordering ambulatory unit on positive results (IMG ordering providers also notified in iCentra Message Center)
➢ Central Lab contacts ordering provider/hospital unit on positive results on inpatients
➢ Health department notifies all positive results and performs contact tracing
➢ COVID-19 Remote Patient Monitoring (CRPM) Team monitors all Intermountain COVID-19 lab test results daily (8a-8p) and contact patients with negative or positive test results

PATIENTS TESTED in AMBULATORY SETTING or EMERGENCY DEPARTMENT and RELEASED
➢ ALL patients tested for CoVID-19 are informed about home isolation requirements and provided instruction sheet (CDC Home Isolation) in accordance with posted documents
➢ Patients are provided Health Answers (844-442-5224) to use if they have questions or concerns while awaiting test results
➢ Patients are informed that they will receive a call (CRPM Team) with test result when completed
➢ Patients informed that they will also receive a phone call from the Health Department if their test is positive to initiate contact tracing
➢ PCP follow-up (video) visit arranged at time of disposition in accordance w/ standard practices

PATIENTS WITH PENDING or POSITIVE RESULTS BEING DISCHARGED FROM HOSPITAL
➢ Discharge team coordinates w/CRPM if patient has pending or positive result and needs home isolation and monitoring through iCentra inbox: “COVID-19 Remote Patient Monitoring Team”
➢ If patient requires more aggressive monitoring after discharge (e.g. oxygen/pulse oximetry), Acute Care at Home program is an available option (see below)

COVID-19 REMOTE PATIENT MONITORING (CRPM) TEAM FUNCTIONS
➢ Provide safety net to ensure pts tested at Intermountain facility are notified of test result
➢ Document test notification and counseling in iCentra for continuity of care and PCP awareness
➢ Educate COVID-19 infected patients on home isolation monitoring requirements
➢ Initiate patient monitoring using variety of potential monitoring applications
➢ Identify and escalate level of care needs for COVID-19 infected patients when indicated
➢ Refer patient to PCP or appropriate provider for video visit follow up as clinically needed
➢ CRPM will monitor all COVID-19-infected patients for approximately 14 days (depending on symptom duration, clinical status, household exposure risk assessment)
➢ POCs: Kerry.palakanis@imail.org; Andrew.davis2@imail.org; todd.vento@imail.org

ACUTE CARE at HOME PROGRAM
➢ Separate program that can be used as the equivalent to a step-down type unit at home after COVID-19 infected patient is discharged from hospital and requires closer monitoring
➢ Discharging hospitalists order/request this service at time of discharge and coordinate with Acute Care at Home team
➢ POCs: josh.romney@imail.org; nick.bassett@imail.org