

TEST RESULTS and PATIENT FOLOW-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)
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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
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