PROCESS FOR PATIENTS WHO REQUIRE A HIGHER LEVEL OF CARE

If patient **STABLE:**

1. Provider to confirm patient's phone number
2. Provider to advise patient not to present themselves to hospital; AND that provider will call him/her back to let them know how to present themselves to the ER
3. Provider to call receiving provider in ER
   - Give report
   - Request instructions on how patient should present to ER
4. Provider CALLS patient and advises patient how to present to ER
5. Provider to complete consult (mark as V. high priority and document which ER to fax the consult to).
   - 08:00-22:00 Task COORD to fax consult to patient's community ER
   - 22:00-08:00 Call COVID-19 Clinic Manager at 1-778-675-5378 and provide patient name and phone number. Clinic Manager will send consult to ER.

If patient is **UNSTABLE**:

1. Provider / Clinic Manager / Patient to call 911
2. Inform dispatcher that the patient has been assessed by the provider and has suspected COVID-19 symptoms and needs to be transported by ambulance

cMOIS DOCUMENTATION:

- Complete encounter note
- Enter service event code – **ACT116**