Patient Notification of COVID-19 Test Results Toolkit

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Below are the steps for the standard workflow process that all AMITA Health Hospitals should follow when notifying patients of their COVID-19 Test Results.

*Each hospital may have a slightly different version of this process and differ in who is notifying the patients, but each hospital should follow these high-level guidelines.

Standard workflow steps are written out below. On page 2 is a process flow of this standard work.

1. COVID-19 lab results sent to each AMITA hospital daily with negative and positive results
2. Local lab team receives results and distributes to appropriate team for patient notification
3. If patient is still in the hospital, the local lab team will notify the assigned RN on the inpatient floor and RN is responsible for notifying provider. Provider is then responsible for notifying patient/family of test results. Provider should document all notifications in EMR
4. If patient was discharged with pending test results from ED or an Admission status, patient will be notified of either positive or negative result. Make sure to validate patient identification if patient answers phone call (two patient identifiers). All notifications to patient should be documented in EMR. See Standard Documentation in EMR for Patient Notification (Page 10).
   a. Please see standard scripting to be used to notify patient (page 3 or 4)
5. If patient does not answer, leave voicemail. Use standard scripting for voicemail (page 5)
6. If patient has a positive result, notify the patient’s PCP or Hospitalist. Use standard scripting for notifying provider by phone or through EMR (page 5).
7. Try calling patient one more time if patient does not respond to first voicemail. If patient does not answer again, leave second voicemail
8. If two attempts to reach the patient are unsuccessful, send Patient Notification Letter to patient’s address. See letter template for either Positive or Negative result (Page 8 or 9)
COVID-19 lab results sent to each AMITA facility with positive and negative results

Local Lab team receives results daily and distributes to appropriate team for patient notification

Was Patient Discharged?

Lab calls assigned RN on Inpatient floor and lets provider know result. Provider responsible for discussing results with patient/family and documenting in EMR.

Yes

Patient notified of either Positive or Negative result. Use standard scripting for call or voicemail. Make sure to validate patient identification.

No

Try reaching patient one more time. If not reached, leave a second voicemail and send Patient Notification Letter to patient.

Did patient answer first phone call?

Yes

Document in EMR patient was contacted and notified. Document how patient’s medical status is since discharge.

No, left voicemail

Provider notified of patient test result. Use provider script to send message either over phone or EMR.
PATIENT DISCHARGED FROM HOSPITAL WITH PENDING COVID-19 RESULTS
SCRIPTING TO REPORT FINALIZED RESULTS (ED & Inpatient)

Script for NEGATIVE result and reach the patient directly

Hello. Is ________ available?

My name is _______ and I am calling from AMITA Health.

We received your COVID-19 test results from the Lab today. We wanted to let you know that your COVID-19 test is NEGATIVE.

How Are You Feeling Since Discharge?

If patient responds they are FEELING WORSE SINCE DISCHARGE:

We recommend that you call your medical provider for further instructions. Please let them know that you were recently discharged from the hospital and your COVID-19 test was Negative.

If this is a medical emergency, please call 911 and let the dispatcher know that you were recently discharged from the hospital and your COVID-19 test was Negative.

If the patient responds they are FEELING BETTER:

We are glad to hear you are feeling better.

Even though your test was negative, please continue to follow these Illinois Department of Public Health guidelines:

- Maintain social distancing of 6 feet.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Hand hygiene is very important. Wash your hands often with soap and water or use hand sanitizer.
- Monitor yourself for symptoms and have your close contacts do the same.
  - If you get a fever, cough, shortness of breath, or begin to feel worse since hospital discharge, call your healthcare provider for further instructions.
  - If it is a medical emergency, please call 911 and let the dispatcher know that you were recently discharged from the hospital and your COVID-19 test was Negative.

If you have any more questions, please visit the Illinois Department of Public Health website or call their COVID-19 hotline at: 1-800-889-3931.

Thank you for choosing AMITA Health as your healthcare provider. We wish you well.
Script for POSITIVE Result and Reach the Patient Directly

Hello. Is ________ available?

My name is _______ and I am calling from AMITA Health.

We received your COVID-19 test results from the Lab today. We wanted to let you know that your COVID-19 test is POSITIVE.

We are glad that we had a chance to take care of you in the hospital and that you were tested.

How Are You Feeling Since Discharge?

If patient responds they are FEELING WORSE SINCE DISCHARGE:

We recommend that you call your medical provider for further instructions. Please let them know that you were recently discharged from the hospital and your COVID-19 test is Positive.

If you have a medical emergency, please call 911 and let the dispatcher know that you have tested positive for COVID-19 and need emergent medical attention.

If the patient responds they are FEELING BETTER:

We are glad to hear you are feeling better. Please continue to do the following:

- **Stay home:** Do not leave, except to get medical care. Do not visit public areas.
- **Stay away from others:** As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- **Cover your coughs and sneezes**
- **Clean your hands often with soap and water or use hand sanitizer**
- **Avoid sharing personal household items**
- **Clean all “high-touch” surfaces everyday**
- **Continue to monitor your symptoms.** If you begin to feel worse, call your healthcare provider for further instructions.

If you have any more questions about your health, please contact your healthcare provider.

For more information on COVID-19, please visit the Illinois Department of Public Health website or call their COVID-19 hotline at: 1-800-889-3931

Thank you for choosing AMITA Health as your healthcare provider. We wish you well.
Script to Leave a Message When Cannot Reach Patient Directly

(Patient Discharged as Inpatient & ED)

Hello. My name is ____ and I am from AMITA Health.

Please call us back at XXX-XXX-XXXX as soon as possible. Thank you.

**If cannot reach patient, try calling patient one more time. If cannot reach patient by phone, send Patient Notification Letter for either Positive or Negative Results. (Page 8 & 9)**

- All notification should be documented in the appropriate EMR. Please review Standard Documentation for Patient Notification for more detailed screen shots of where to document. (Page 10-20)

  - If patient asks for hard copy of results to return to work, direct them to Amitahealth.org/covid-19, scroll down to the FAQ Section and go under Testing and Symptoms. There is a document with instructions.

  (Page 7 for more information and screen shots)

Script to Leave a Message for Patient’s Physician

Please notify physicians with patient’s POSITIVE test results on their discharged patients. Some EMR’s may automatically notify physicians with test results.

  **Physicians for Notification:**

  1- Primary Care of the patient who came with a prescription - either perfect serve or call
  2- Hospitalist who took care of the patient in house- perfect serve or call
  3- Faculty on each campus (with residency programs)

Script for Perfect Serve or Call:

The message can read or for call:

“Your patient [insert name] had a COVID-19 test done on [insert date of test]. Results are ________; we will notify the patient as well. This is FYI. No need to call back.

For COVID-19 questions, the AMITA Health Medical Staff Hotline is available at 224.273.3900 from 7 am to 7 pm weekdays.”
How Patient can access test results online:

1. Instruct patient to go to amitahealth.org
2. Top Center, there is a **Patient Portals** button

3. Scroll down until you see the button called **Select Your Patient Portal**, click the button.
4. Once you select the button, a drop down menu will appear with all AMITA hospitals listed. **Please select the AMITA hospital where you were tested. You will need to login if you had previously created an account or you can create a new account now**
5. If they cannot access their test results, they need to contact hospital HIM Department
   
   a. These numbers can be found below

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Office Location</th>
<th>Hours of Operation</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMITA Health Adventist Medical Center Boilingbrook</td>
<td>Main Lobby (Reception Desk)</td>
<td>8 am–8 pm (every day)</td>
<td>630.312.6500</td>
</tr>
<tr>
<td>AMITA Health Adventist Medical Center GlenOaks</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Thu) 8 am–4 pm (Fri)</td>
<td>630.545.8500</td>
</tr>
<tr>
<td>AMITA Health Adventist Medical Center Hinsdale</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Thu) 8 am–4 pm (Fri)</td>
<td>630.886.8527</td>
</tr>
<tr>
<td>AMITA Health Adventist Medical Center La Grange</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Thu) 8 am–4 pm (Fri) 8 am–3 pm (Sat)</td>
<td>708.245.8500</td>
</tr>
<tr>
<td>AMITA Health Alexian Brothers Medical Center Elk Grove Village</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>847.437.5500, ext 4737</td>
</tr>
<tr>
<td>AMITA Health Holy Family Medical Center Des Plaines</td>
<td>Health Information Management Department</td>
<td>7:30 am–4 pm (Mon–Fri)</td>
<td>847.813.3193</td>
</tr>
<tr>
<td>AMITA Health Mercy Medical Center Aurora</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>630.801.6744</td>
</tr>
<tr>
<td>AMITA Health Resurrection Medical Center Chicago</td>
<td>Health Information Management Department</td>
<td>7:30 am–4 pm (Mon–Fri)</td>
<td>773.990.6706</td>
</tr>
<tr>
<td>AMITA Health St. Alexius Medical Center Hoffman Estates</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>847.843.2000, ext 9226</td>
</tr>
<tr>
<td>AMITA Health Saint Francis Hospital Evanston</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>847.316.3093</td>
</tr>
<tr>
<td>AMITA Health Saint Joseph Hospital Chicago</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>773.665.3120</td>
</tr>
<tr>
<td>AMITA Health Saint Joseph Hospital Elgin</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>847.695.3200, ext 5940</td>
</tr>
<tr>
<td>AMITA Health Saint Joseph Medical Center Joliet</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>815.741.7593</td>
</tr>
<tr>
<td>AMITA Health Saints Mary and Elizabeth Medical Center Chicago</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>312.770.3465</td>
</tr>
<tr>
<td>AMITA Health St. Mary’s Hospital Kankakee</td>
<td>Health Information Management Department</td>
<td>8 am–4:30 pm (Mon–Fri)</td>
<td>815.936.3206</td>
</tr>
</tbody>
</table>
Re: Novel Coronavirus (COVID-19) Test Results

Dear Patient Name or “Guardian of” Patient Name,

Your health and well-being are of utmost importance to us. Please read this carefully. We are writing to inform you as a patient of AMITA Health, Click HERE to enter hosp./practice name, your test results for Novel Coronavirus (COVID-19) taken on Click HERE to enter date were Positive, meaning you have the virus.

We have tried calling the phone number listed in our system two times but were unsuccessful in reaching you. We wanted to make sure you were informed of your test results. Please follow the guidelines below based on how you are feeling.

If you are feeling worse, we recommend that you call your medical provider for further instructions. Please let them know that you have tested positive for COVID-19. If this is a medical emergency, please call 911 and let the dispatcher know that you have tested positive for COVID-19 and need emergent medical attention.

If you are feeling better, please continue to do the following:

- **Stay home:** Do not leave, except to get medical care. Do not visit public areas.
- **Stay away from others:** As much as possible, you should stay in a specific “sick room” and away from other people in your home. Use a separate bathroom, if available.
- **Cover your coughs and sneezes**
- **Clean your hands often with soap and water or use hand sanitizer**
- **Avoid sharing personal household items**
- **Clean all “high-touch” surfaces everyday**
- **Continue to monitor your symptoms.** If you begin to feel worse, call your healthcare provider for further instructions.
- **Check with your provider on when you can safely resume normal activities**

If you have any more questions about your health, please contact your healthcare provider.

For more information on COVID-19, please visit the Illinois Department of Public Health website or call their COVID-19 hotline at: 1-800-889-3931. You can also refer to the CDC website for more information. https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

Your safety and wellbeing are our top priority, and we thank you for entrusting us with your care.

Sincerely,

AMITA Health
Re: Novel Coronavirus (COVID-19) Test Results

Dear Patient Name or “Guardian of” Patient Name,

Your health and well-being are of utmost importance to us. Please read this carefully. We are writing to inform you as a patient of AMITA Health, Click HERE to enter hosp./practice name, your test results for Novel Coronavirus (COVID-19) taken on Click HERE to enter date were Negative, meaning you do not have the virus.

We have tried calling the phone number listed in our system two times but were unsuccessful in reaching you. We wanted to make sure you were informed of your test results. Please follow the guidelines below based on how you are feeling.

If you are feeling worse, we recommend that you call your medical provider for further instructions. Please let them know that you have tested negative for COVID-19. If this is a medical emergency, please call 911 and let the dispatcher know that you have tested negative for COVID-19 and need emergent medical attention.

If you are feeling better, please continue to do the following:

- Maintain social distancing of 6 feet.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Hand hygiene is very important. Wash your hands often with soap and water or use hand sanitizer.
- Monitor yourself for symptoms and have your close contacts do the same. If you get a fever, cough, shortness of breath, or begin to feel worse since hospital discharge, call your healthcare provider for further instructions.

If you have any more questions about your health, please contact your healthcare provider.

For more information on COVID-19, please visit the Illinois Department of Public Health website or call their COVID-19 hotline at: 1-800-889-3931. You can also refer to the CDC website for more information. https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

Your safety and wellbeing are our top priority, and we thank you for entrusting us with your care.

Sincerely,

AMITA Health
Standard Documentation in EMR’s for Patient Notifications of COVID-19 Test Results

Notification of test for patients treated in the ER and discharged

Cerner

How to set up to view The Results callback worklist

To view the Results Callback mPage in FirstNet,

select ‘View’ and click Results Callback Worklist. The first time a user logs into the Results Callback Worklist view, they will need to set up the locations they will be working. They can update, and add, locations at any time.

• From the Criteria list select the ED Cultures from the Facility list, select the facilities for which you are completing callbacks. Select ‘submit’ once

Click on the update list in the upper right hand corner to the list to populate.
How to Document on the result callback worklist.

The main Results Callback Worklist screen will contain Patient Name, Result, Status, the most recent Comment, and Last Update. The worklist is the same for nursing and physicians, it does not vary by Provider. If a nurse marks the patient for provider review, it will populate at the top of the physician list with a status of Provider Review Required with a blue exclamation mark. Bolded names mean the patient has not been viewed.

Selecting the arrow to the right of the patient name will open the Callbacks action panel. This will show you multiple results if available, comments, and pertinent chart information.

The documentation from the result callback worklist can be found in the Transition Care post discharge follow-up folder in Clinical notes.
1. Lab results will be forwarded as they are received to an Emergency Department In-Basket Result Pool:

   New Results:     Result Details:

2. From the results detail information, the clinician reviewing the results will have the capability of creating a

   Appropriate instructions for self-quarantine provided per
   CDC guidelines. Told to follow-up with her PCP-continue
   antibiotics for her pneumonia. She was instructed to
   follow-up for employee health to be able to return back to
   work.
“Results Note”:

3. After selecting the “Result Note” button, the clinician will have the following capabilities of adding a note associated with the test result:

Meditech

1. The ED provider/midlevel is notified of the result(s) by lab via phone and/or tubed to the ED department. Results are posted to the patient’s EMR.
2. The ED provider/midlevel contacts the patient to communicate the results.
3. Provider/Midlevel adds an addendum to the pDoc documentation to capture this communication.

**If you are not a provider and are notifying the patient of their COVID-19 test results, please follow the steps below for documentation in Meditech.**
1. Clinician accesses record of discharged patient via PCS

2. Clinician selects Find Patient and enters discharged patient’s Account number

3. Clinician selects patient and correct visit from visit list

4. Clinician selects Notes from right hand task bar
5. Clinician enters a note indicating the information that has been communicated to the patient:
Notification of Patients admitted and results pending at discharge

Cerner

Results come back into the physician’s message center or the IP is notified of the results. PCP should be notified of results. The AMITAHealth employee notifying the provider of the result needs to document the notification to the provider in Cerner using the AHS special charting notes.

Search for Patient by Fin by clicking on Patient and search in the upper toolbar, Type in the FIN. If FIN not available search by first 3 letters of last name and first initial of first name

Once the patient has been located select the appropriate encounter and double click to open

Select the AdHoc folder in the upper toolbar
Complete the boxes with the Red outline. If provider is not in the provider look-up, put the name of the provider in the test and results section with the results.

If the physician is notifying the patient, they can add an addendum to their discharge Summary or use the ED call back worklist if in the ER. If a provider other than the Discharging provider is placing the call back and has access to Cerner a note should be entered in the Patients chart in Cerner.

If an AMITAHealth Employee is also completing the patient notification they should follow the process outlined below for the Notification of Patients who have been exposed to a Healthcare worker who has tested positive.
Patient Notification of COVID-19 Test Results

**EPIC**

Results will be returned to the physicians in-basket when the labs are resulted. The information should then be communicated back to the Primary Care Provider.

**Meditech**

1. The patient’s attending provider or hospitalist is notified of the result(s) by lab via phone call and/or fax. Results are posted to the patient’s EMR.
2. The provider/hospitalist contacts the patient to communicate the results.
3. Provider/hospitalist adds an addendum to the pDoc documentation to capture this communication.

**If you are not a provider and are notifying the patient of their COVID-19 test results, please follow the steps below for documentation in Meditech.**

1. Clinician accesses record of discharged patient via PCS

   ![PCS Menu]

   2. Clinician selects Find Patient and enters discharged patient’s Account number

   ![Find Patient Menu]
3. Clinician selects patient and correct visit from visit list

4. Clinician selects Notes from right hand task bar

5. Clinician enters a note indicating the information that has been communicated to the patient: