

COVID-19 Triage Line and DH COVID TESTER schedule

- If a patient calls DH and has any concerns, questions or symptoms regarding COVID-19 please send to the COVID-19 triage line
- The COVID triage line extension is 2292 is available M-F 8am to 5pm for both pediatric and adult calls
 - Incoming calls on evenings and weekends will be handled by adult and pediatric triage line
- When triaging, if DH RN thinks patient needs further evaluation or to speak with a provider they will:
 - Transfer call to provider if provider is available at that time and provider will create an “encounter on the fly” telehealth visit
 - Book a Telehealth visit with available provider and let the patient know that the provider will call them within an hour of the appointment time
- The provider will call the patient and perform a telehealth visit
- If the provider deems that a patient needs to come onsite for COVID-19 testing they will notify a member of their RN team and the RN will book appointment on DH COVID TESTER schedule and inform patient that need to come into Urgent Care using the side door at the scheduled appointment time

DH COVID TESTER schedule is available under Urgent Care between 9am-11am as Same Day appointments

DH COVID TESTER							
		Mar 30, 2020	Filter by Status		Total: 0		
Slots	Time	Pri?	Status Details	Provider	Appt Status	Appt Len	
DH URGENT CARE							
1	9:00 A						
1	9:15 A						
1	9:30 A						
1	9:45 A						
1	10:00 A						
1	10:15 A						
1	10:30 A						
1	10:45 A						