Resource for providers notifying outpatients about a POSITIVE COVID 19 test result

- Command center provider 8 am – 5 pm, Mon-Fri
- ID fellow 5 pm – 8 am Mon-Fri, all day Sat-Sun

1. **Call patient with positive result** - Review for change in symptoms
   a. If worsening shortness of breath or other concerning symptoms, refer to the ED
      - Remind patient to inform EMS of positive COVID result and wear a mask prior to EMS arrival if available
      - If patient is well enough to transport themselves to the ER, they should drive themselves (not use taxi, ride-share or public transport).
      - ID fellows should page the COVID-19 consultant on call and inform ATC of ED referral (call operator xxx-xxx-xxxx, ask for ATC ER referral)
   b. If patient stable, recommend continuing home quarantine. Use CDC and MDH guidance for home-care in quarantine as a resource. Let them know public health will be in contact. Email the COVID-19 consultant.
   c. Ask if they have enough resources at home to get through the next several days
      - If not – refer to social services or EAP (phone xxx-xxx-xxxx) if Mayo employee
   d. Ask about known COVID-19 exposures and travel history
   e. Discuss signs of worsening disease that should prompt them to seek care urgently
   f. Discuss self-isolation – stay home except for medical care, avoid contact with other people, wear a mask when around others, do not share household items with others, wipe down ‘high-touch’ surfaces daily
   g. Review health of household contacts and family members – if symptomatic recommend testing (drive through testing if well, ED if unwell – advise them to call ahead)
   h. If they are a Mayo employee, ask if we can call OHS for them (see #4)
      - Non-Mayo healthcare workers should be advised to notify their employee health promptly
   i. Inform patient this is a reportable disease, MDH will contact them
   j. If high risk out-patient inform them of video visit or phone call option
   k. Inform patient home-isolation will need to be continued until:
      - Fever has resolved (without acetaminophen or NSAID use)
      - Improvement in signs and symptoms
      - At least 2 negative NP and OP swabs collected ≥24 hours apart - should be retested at day 14 from diagnosis

2. **Document notification in Epic**
   a. Write a note using template to document patient notification and recommendations for home quarantine or ED evaluation
   b. Send patient CDC COVID-19 information sheet through portal or mail
   c. Send video visit follow-up request to ECH as a communication encounter to organize followup – specific followup dates

3. **Public health notification – to be done by IPAC**
a. IPAC Surveillance Staff will contact public health during regular office hours
b. Useful contacts for home quarantine, Olmsted County:
   • Olmsted County Public Health general phone number xxx-xxx-xxxx, alternate contact xxx-xxx-xxxx (on weekends for emergent issues)

4. If patient is a Mayo Employee
   a. Notify Occupational Health
   b. Additional questions should include:
      • Date of onset of symptoms – down to hour if possible
      • Days worked while symptomatic
      • Locations where they work
      • Ask them to compile a list of co-workers and patients they had contact with to provide OHS
         ▪ Tell them OHS will contact them directly
         ▪ Tell them they are not obliged to contact potentially exposed persons, OHS will do it for them
   b. Ask if they have had contact with patients while they were symptomatic or in the 24 hours prior to onset of symptoms – if yes, contact IPAC ASAP to start contact tracing on exposed patients