

International Scheduling – Novel Coronavirus (COVID-19) Guidance

The situation is evolving rapidly. Refer to IPAC's Situation Update: Novel Coronavirus (COVID-19) for the latest information.

Patient from [affected area](#) contacts Mayo Clinic for appointment:

- International will proceed with medical record review. If patient is approved for appointment, the request will be placed on hold. IAO will communicate this to the patient utilizing the below script:

"You have been approved for an appointment at Mayo Clinic. At this time, we are unable to schedule due to US Centers for Disease Control and Prevention guidelines for COVID-19 limiting travel from affected areas. At this time, we will hold your request and contact you once we are able to schedule. Thank you for your understanding"

Patient from [affected area](#) with existing appointment:

- International will contact patient to cancel appointment and place request on hold.
 - If patient has not been in the affected area >2 weeks and asymptomatic, appointment will remain. International will note this in a communication encounter and contact the primary care team.

Patients already at a Mayo Clinic facility:

- Continue to follow respiratory etiquette guidelines. Screen appropriately for travel in the affected areas. If symptomatic, direct patient to seek immediate medical attention at the ED and alert ED person is suspect COVID-19 patient.

Ongoing Monitoring:

- International will continue to monitor reports daily to ensure the scheduling process for International patients are being followed across the institution.