Desk Operations Specialist (DOS) Process Flow

**Olmsted Medical Center (OMC) Calls Community Evaluation Center**

OMC calls xxx-xxx-xxxx with patient who needs to be swabbed. Patient will be triaged by OMC.

OMC will provide patient demographics to register patient. OMC will verbally summarize symptoms, travel, etc.

OMC will instruct patient to proceed to drive by testing site 41st Street NW East side of building.

**Existing Mayo Patient Who Has Completed Nurse Triage Process**

Patient instructed from Nurse Triage to proceed to Community Evaluation Center.

Nurse sends email to RST SEMN Covid 19 with patient name and MRN.

DOS will route information to the onsite provider.

Provider will place orders and print labels.

**Mayo DMC Patient Who Has COVID-19 Symptoms (i.e. non-primary care patient)**

Internal practice calls DOS Phone Line (xxx-xxx-xxxx).

DOS completes/updates registration information on patient.

DOS Routes caller to COVID Nurse Triage xxx-xxxx-xxxx.

Nurse triage completes assessment and instructs patient to proceed to testing site if appropriate.

Nurse triage emails Patient name and MRN to RST SEMN Covid 19.
Mayo Clinic Patient Process Flow

- Patient contacts primary clinic for COVID-19 related symptoms or concerns
- PASS transfers patient to COVID-19 Nurse Triage Line xxx-xxx-xxxx
- Patient is identified as needing to be swabbed for COVID-19
- Triage Nurse sends email to RST SEMN Covid 19 (include Triage/Mayo region (e.g., Mayo SEMN) alerting the Primary Care Command Center Staff that the patient will be coming to the evaluation center
- DOS staff monitoring this email box routes information to the Primary Care Command Center provider onsite to place the Epic order and print the SoftID labels for the specimen containers. 1 extra specimen label prints and is attached to the tracking sheet
- Runner transports the packet to the nurse station for specimen collection
- Patient arrives at the site and DOS/Greeter identifies the name and MRN of the patient
- DOS calls the Nurse inside the facility to relay the patient MRN and name
- Clean nurse hands two labels, two specimen containers and the info sheet to the dirty nurse
- Clean nurse will place specimen bag with the forms in the tote for Med Speed pickup
- Dirty nurse in full PPE confirms two patient identifiers with the patient in the vehicle and collects specimen
- Clean nurse holds the bag while the dirty nurse drops labeled specimen into the bag
- Clean nurse confirms two patient identifiers with forms and specimens
Non-Mayo Clinic Patient Flow

Patient presents to the evaluation center without being triaged

DOS asks the patient for MRN and name and if triage has been completed

Patient is directed to the holding area (no Mayo registration complete)

Holding area DOS gathers demographics and registers the patient

Once MRN is available, DOS gives the information to the provider to submit Epic order and print SoftID labels

Patient returns to the drive through line to be swabbed

Proceed to Mayo Clinic Patient Process Flow