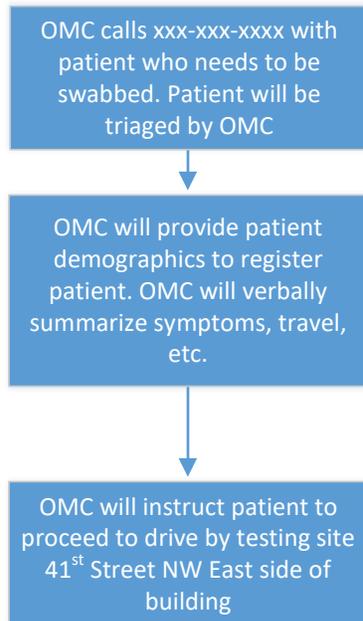
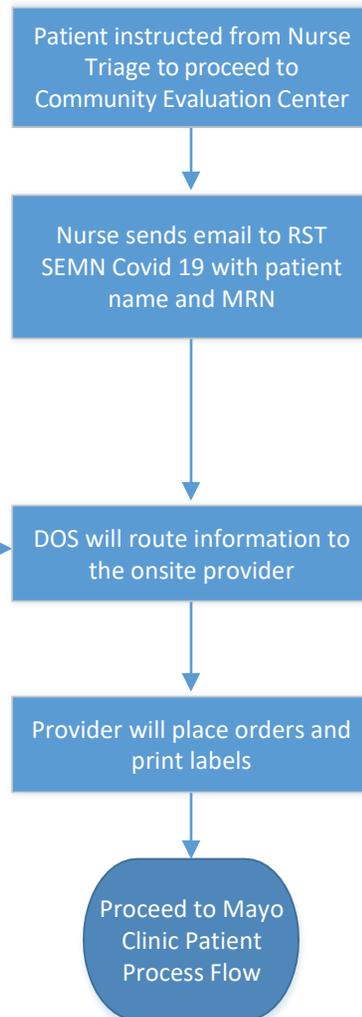


## Desk Operations Specialist (DOS) Process Flow

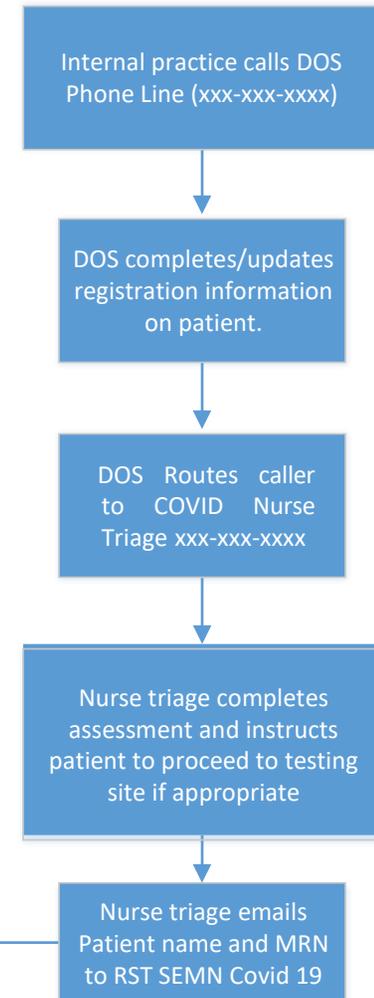
### Olmsted Medical Center (OMC) Calls Community Evaluation Center



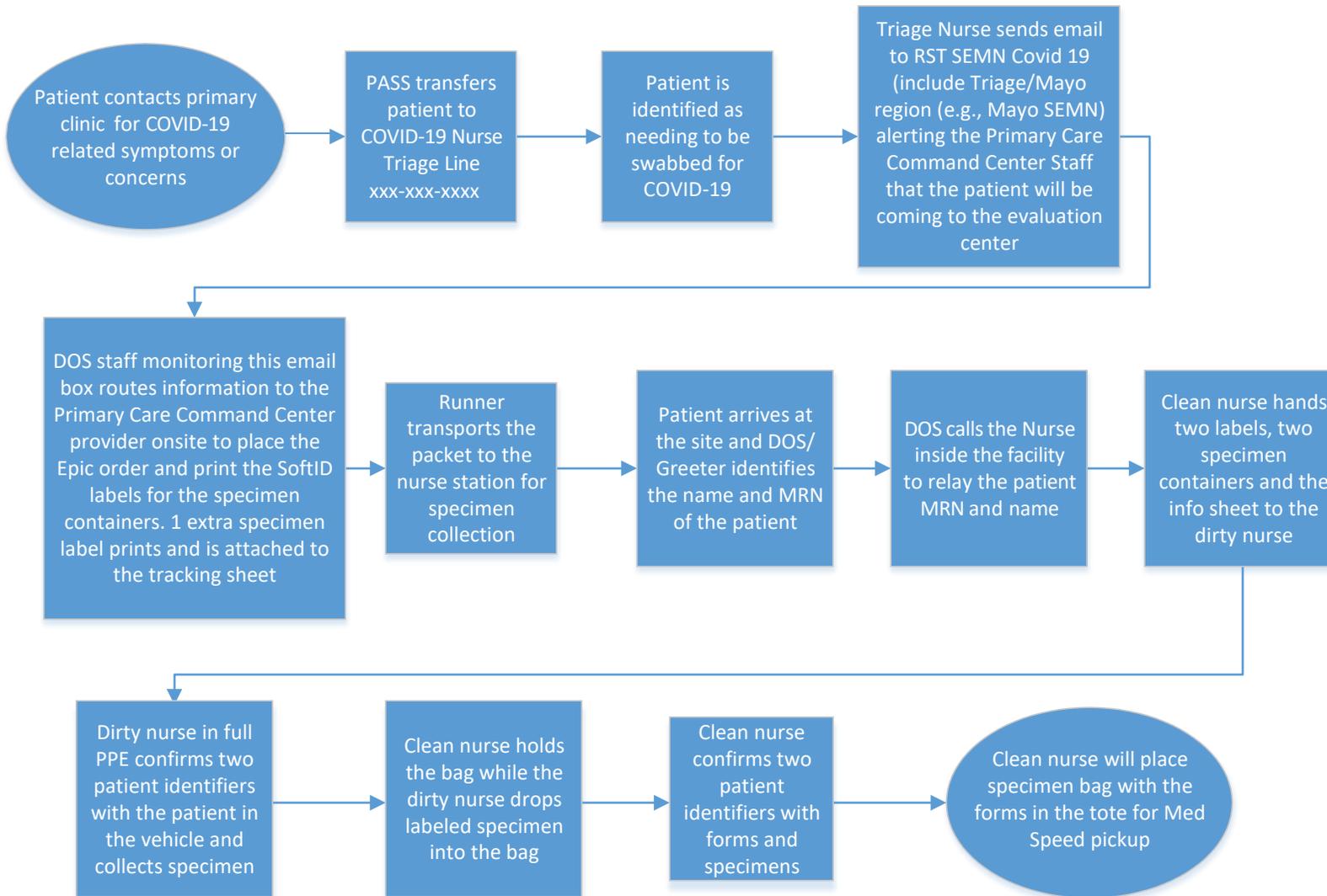
### Existing Mayo Patient Who Has Completed Nurse Triage Process



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



## Mayo Clinic Patient Process Flow



## Non-Mayo Clinic Patient Flow

