TITLE	COVID-19 Hotline and Employee Health Delegated Ordering Authority and Testing for COVID-19
TODAY'S DATE	July 10, 2020
SECTION	☐Organization Wide ☐PPE ☐OB/GYN ☐Emergency Department ☐Surgery ☐Inpatient ☒Ambulatory ☐Nursing ☐Medical staff [physicians and advance care practitioners]

APPLICABLE LOCATIONS	☐All Bozeman Health locations ☒Bozeman Health Deaconess Hospital ☒Big Sky Medical Center		☐Belgrade Clinic + UrgentCare ☐Hillcrest Senior Living ☐b2 UrgentCare ☐b2 MicroCare

CONTRIBUTORS	Keven Comer, Christina Reynolds, Jacqueline Sikoski, Jennifer McManis, Kallie Kujawa
APPROVED BY	Ops and Clinical Practice Taskforce, Incident Command
APPROVAL DATE	July 7, 2020

PURPOSE:

To facilitate rapid testing and reduce risk of community transmission, the physician leadership of Bozeman Health (BH) authorizes the BH nursing staff and those with ordering authority to order COVID-19 testing for any patient, employee, or first responder who contacts the organization or Gallatin City-County Health Department and meets testing criteria.

POLICY/PROTOCOL:

- For nurses taking calls, follow current BH Covid-19 Hotline Phone Triage
- All patients with significant comorbidities should be directed for further assessment as described in the BH Covid-19 Hotline Phone Triage guidelines.
- All BH employees are encouraged to contact BH Employee Health department to inquire about testing or concerns of exposure.

Procedure: COVID-19 Hotline and Viral Triage Clinics:

1. BH Nursing will triage phone calls utilizing the current BH Covid-19 Hotline Phone Triage guidelines and Testing Guidelines for SARS-CoV2 found on MIND.
2. Nursing staff will identify patients name, date of birth, and primary care provider.
3. If appropriate, a COVID-19 order will be placed:
    a. Order COVID-19 test NBLD0624 (SARS-CORV-2 RNA, Qualitative Real-time RT PCR)
        i. Order Mode: No Cosign Required
        ii. Ordering Provider:
            1. GCCHD and Employee Health – utilize Dr. Winton as ordering and authorizing provider.
            2. COVID-19 Hotline – Utilize Keven Comer as ordering and authorizing provider.
        iii. Diagnosis: Enter one of these 2:
            1. DX ID: 1370834 - (Z20.828 - contact with and, suspected, exposure to other viral communicable diseases)   OR
            2. DX ID: 1413353 - (Z11.59 - encounter for screening for other viral diseases).
        iv. Click the track button to follow testing completion
        v. If patient is a BH employee or community first responder, enter this into the comments of the order as well as where they work (first responder employment).

4. Direct patients to appropriate specimen collection sites
   a. Inform patient of hours of operation for collection site options.
   b. Inform patient to bring a picture ID, insurance card, and employee or first responder badge if applicable.
   c. If utilizing a drive up collection site, instruct the patient **not** to leave their car, but to drive up to the testing location and await further direction from the staff.
   d. If collecting specimen for employee or first responder please label specimen with bright colored sticker to signify in-house lab processing.
   e. Provide patient instructions per current guidelines.
   f. Instruct the patient, employee, or responder that the ordering provider's office, employee health or the county will contact them with positive results.
   g. For patients in Big Sky:
      i. Instruct patients to call staff at (406) 995-6959 when they arrive at the testing site.
      ii. Call BSMC Registration at (406) 995-6970 (M-F) and provide two patient identifiers (Name, and E# or DOB) and ordering provider.
   h. For patients, employees, or responders with no PCP, delegated BH staff will notify patients of negative results.

NOTES:

OTHER POLICIES/PROTOCOLS TO REFERENCE:

Testing Guidelines for SARS-CoV2

BH Covid-19 Hotline Phone Triage Guidelines

SCOPE:

We anticipate these adjustment to be temporary and reserve the right to revise or discontinue these adjustments with or without notice depending on the current understanding and/or business needs of Bozeman Health relating to COVID-19. This protocol applies to trained BH Health Nursing Hotline Staff, Employee Health, and the Gallatin City-County Health Department (GCCHD) who will be entering orders into EPIC for patients that meet testing criteria. Throughout the duration of the Public Health Emergency a signature is not required on the COVID testing order.