



COVID-19 PRIMARY CARE PRACTICE PROCESS MAP

PROACTIVE: Practice outreach with a priority on High Risk Patients workflow (Call patients to check in)

Other High Risk individuals include **older adults and people of any age who have serious underlying medical conditions (e.g. HIV, asthma, pregnancy)** may be at higher risk for more serious complications from COVID-19 (Link: [CDC](#))

Practice Staff

Care Manager and/or Practice staff members call patients with instructions on how to stay safe and supported (with a priority on patients currently in Care Management and other High Risk Patients).

****EVERYONE CAN AND MUST PROACTIVELY OUTREACH!****

- Continue with existing care management protocols
- Encourage televisit for sick visits
- Educate staying at home and self-monitor for potential COVID-19 (Links: [Care Management Workflow](#) and [CDC What to do if you are sick](#))

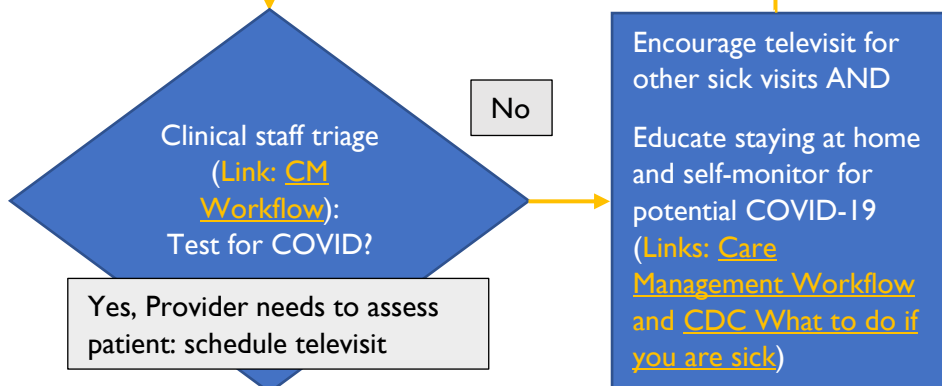
REACTIVE: Patient triage workflow

Front office staff

Patient call or message: complete screening questions (Link: [Front Desk WF](#)) for symptoms and COVID-19 exposure

Schedule televisit as directed by clinical staff

Clinical staff (e.g. RN Triage)



Provider

