

Contents

Scripts	2
Voicemail	2
Negative phone call script	3
Positive phone call script	5
Inconclusive phone call -.COVIDINCONCLUSIVECALL	8
Call documentation - Smartphrases	12
.COVIDRESULTSPOLPOSTELEVISIT – <i>Use this for positive result call, pulls in COVID Followup flow sheet and info required for billing</i>	12
.COVIDNEGATIVECALL	16
.COVIDANSCALL - Result Call Patient Answered	18
.COVIDNOANSWER - Result Call Unable to contact.....	18
.COVIDPTCALLEDPENDING – Pt called, results pending	18
Letters	19
Letter– Negative- .COVIDNEGATIVELETTER	19
Letter– Negative Travel- .COVIDNEGATIVELETTERTRAVEL	21
Letter– Positive - .COVIDPOSITIVELETTER	22
Letter– Inconclusive - .COVIDINCONCLUSIVELETTER	24
AVS patient education materials - Smart Text	26

Scripts

Voicemail

Hello, this is *provider name* calling from Boston Medical Center. We have important information about your recent visit. Could you please call back at (617) 414-7831. Thank you.

Negative phone call script

Document using .COVIDNEGATIVECALL (note – the wording in this script is slightly different than the dotphrase itself)

Hello, this is *provider name* calling from Boston Medical Center. Is *name* available?

If patient is NOT available:

Could you please ask them to call me back at (617) 414-7831.

If patient is available:

Hello, *name*, this is *xx*, I am calling from Boston Medical Center. For your protection, could you please confirm your date of birth?

I am calling with the results for the virus that causes Coronavirus Disease 2019 (COVID-19), and your test result is **NEGATIVE**. This means that we did NOT detect any evidence of the virus that causes COVID-19.

If patient is RSV positive: However, you did test positive for respiratory syncytial virus which causes common cold. Continue to drink plenty of fluids, take rest. Use Tylenol if needed for fever.

If patient is positive for respiratory viral infections other than influenza: However, you did test positive for *xxx* which causes *xxx*. Continue to drink plenty of fluids, take rest. Use Tylenol or Ibuprofen for fever/bodyaches. Continue to practice hand hygiene, cover your cough and sneeze.

If patient is positive for influenza: However, you did test positive for *influenza*.

Refer to Treatment Algorithm on Box for further information for patient
(<https://bostonmedical.app.box.com/folder/107217202135>)

Did you have any close contact with a patient who tested positive for COVID 19 or did you travel **outside Massachusetts? (other than to a state exempt from state quarantine recommendations**
<https://www.mass.gov/info-details/travel-information-related-to-covid-19#travel-to-massachusetts->
)

If answer is Yes to above question and are asymptomatic at this time, it is possible that you could still develop symptoms later (within 14 days of the exposure, or if you are newly exposed). **If you develop new symptoms**, particularly fever, cough or shortness of breath, please call you doctor, who will advise you if you should be tested again or need to return to be evaluated at that time.

At this time the DPH is recommending quarantine for 14 days from the time of last contact with a COVID 19 patient.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

For close contacts, the DPH will contact you and provide guidance regarding when you can come out of quarantine.

****Continue to follow the quarantine recommendations even though this test is negative, because it is still possible to develop symptoms later and expose others in the meantime.**

For returning travelers, this negative SARS-CoV-2 PCR test result is adequate to enable you to discontinue quarantine. This is based on the current MDPH guidance that a traveler who is required to quarantine may be released from the obligation to continue quarantining upon obtaining proof of a negative test from an FDA EUA-approved molecular (PCR) SARS-CoV2 test, which was administered after the person's arrival in Massachusetts.

If answer is No to above question and you were tested because you have respiratory symptoms, such as fever, cough or shortness of breath, then these symptoms may be caused by something other than COVID-19 (such as the flu). However, it is also possible, given the test does not pick up 100% of infections, and particularly if you were tested >7 days into symptoms, that the test just was not able to detect virus even if truly present. If your symptoms continue without improvement, or worsen at any time, please call your doctor. While you have symptoms, it is best to stay home and follow recommendations to keep from spreading the illness to others, such as washing hands frequently and coughing into a tissue or your elbow, and wearing a face covering if you need to leave your house or room. You should stay home while you continue to have symptoms, or as directed by your doctor, and continue to follow state and citywide social distancing recommendations after that.

If you're a health care worker, please check in with your employer health group for return for work direction. *(For BMC, employees, Working Well contact info is Covid19WWC@bmc.org or call 617-638-8400).*

If you have any questions about this, please call us at (617) 414-7831.

For more information, visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19: www.cdc.gov/coronavirus/2019-ncov/index.html

Positive phone call script

Document using .COVIDRESULTSPPOOLPOSTELEVISIT

Hello, this is *provider name* calling from Boston Medical Center. Is *name* available?

If patient is NOT available:

Could you please ask them to call me back at (617) 414-7831.

If patient is available:

Hello, *name*, this is *xx*, I am calling from Boston Medical Center. For your protection, could you please confirm your date of birth?

I am calling with results of the test for the virus that causes Coronavirus Disease 2019 (COVID-19). Your test done on *date* is **positive**.

What are your current symptoms? If your symptoms worsen please seek immediate medical attention.

If you experience any of the following, you should call 911 for immediate evaluation:

- If you have worsening shortness of breath, difficulty breathing
- Persistent Chest pressure or pain
- New confusion or inability to wake-up
- Bluish lips or face

If you need evaluation in the emergency department, please call your primary care doctor before going to the hospital to let them know of your worsening symptoms so we can alert the ED to your arrival. If you call 911, please make them aware of your positive COVID test results.

Note: If COVID positive patient tells you they are going to BMC ED, call the Expect line- 4-7522 and ED Charge Nurse 857-292-9434

You will also be called by the DPH because of the positive test results and they will discuss in detail the recommendation for quarantine at home. At this time you and your close contacts are advised to remain in quarantine.

For domiciled patients- See attached CDC recommendations for home isolation.

While you are isolated at home,

1. Stay home except to get medical care: please request a family member or caregiver to help you with shopping for food and other basic necessities.
2. Separate yourself from other people and animals in your home: If feasible arrange for different people to assume caregiver responsibilities for children, dependents and pets
3. Please wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. Wear a facemask if you need to walk your pets

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

4. Cover your coughs and sneezes
5. Clean your hands often
6. Avoid sharing personal household items like utensils, towels, bedding etc
7. Clean all “high-touch” surfaces like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables every day. Wear gloves when using cleaning products
8. Monitor your symptoms and seek medical care if worsening
9. Household members who may be at increased risk of complications from COVID-19 infection (.e.g., people >60 years old, young children, pregnant women, people who are immunocompromised or who have chronic heart, lung, or kidney conditions).

All people who you are in close contact with should monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Close contacts should also follow these recommendations:

- Establish a room (and a bathroom if possible) which only the quarantined person can use.
- All household members should practice strict personal hygiene. That means washing your hands frequently with soap and warm water. When you cough or sneeze, use a tissue every time. Then wash your hands.
- Do not share plates, glasses, cups, or utensils. Wash all these items in a dishwasher or with dishwashing liquid and warm water.
- Wear a disposable facemask and gloves when you touch or have contact with the patient’s blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
- Wipe down frequently used surfaces with a household disinfecting cleaner – especially if they’ve come in contact with bodily fluids like spit, mucus, urine, feces, or vomit.
- Do not allow visitors in your home.

All household members should monitor their own health and call their healthcare provider if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Additional guidance for home isolation of patients with COVID 19, their household contacts/ caregivers can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

Current CDC guidance for when it is OK to release someone from **quarantine** is made on a case by case basis and includes meeting all of the following requirements:

- At least **10 days*** have passed *since symptoms first appeared*, and
- At least **1 day** (24 hours) has passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in other symptoms.

- If asymptomatic, isolation should continue until **10 days** after the positive COVID-19 test, so long as you remain asymptomatic.

*If you were *admitted to the ICU or received a biologic* (or may have through a study) for COVID-19, isolation should continue until 20 days after symptoms started

You and your close contacts should remain in quarantine until DPH tells you it is ok to come out of quarantine.

For more information, please visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19: www.cdc.gov/coronavirus/2019-ncov/index.html

If you're a health care worker, please check in with your employer health group for return for work direction. *(For BMC, employees, Working Well contact info is Covid19WWC@bmc.org or call 617-638-8400.)*

Ask patient where they get primary care and if it is not at BMC, tell them to call their PCP office same day or next day to inform them of their COVID+ status and for further follow-up.

Inconclusive phone call -.COVIDINCONCLUSIVECALL

Hello, *name*, this is *xx*, I am calling from Boston Medical Center. For your protection, could you please confirm your date of birth?

I am calling with results of the test for the virus that causes Coronavirus Disease 2019 (COVID-19). Your test done on *date* is **inconclusive**.

This means that the test was unable to determine whether you have COVID-19 or not.

To see whether you need repeat testing we need to reassess your symptoms.

How are you feeling right now?

Symptoms: ***

If fever: Subjective or measured with thermometer? Is your fever responding to Tylenol?

If Shortness of breath: How severe is this? Are you able to walk to the bathroom without stopping to take a breath? Can you finish a sentence without stopping to take a breath?

Is Eating and Drinking OK?:

Compared to when you were evaluated in BMC do you feel your symptoms are-

About the same

Worsening

Improving

Unsure

Discussed importance of calling his/her/their doctor if any new symptoms or concerns, and to call 911 if he/she/they develops more severe symptoms such as any shortness of breath, confusion, bluish lips, or difficulty waking up.

Informed them of guidance per CDC for quarantine/self-isolation, which will also be mailed with this result (if patient prefers; also included in AVS upon testing):

While you are isolated at home,

1. Stay home except to get medical care: please request a family member or caregiver to help you with shopping for food and other basic necessities.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

2. Separate yourself from other people and animals in your home: If feasible arrange for different people to assume caregiver responsibilities for children, dependents and pets
3. Please wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. Wear a facemask if you need to walk your pets
4. Cover your coughs and sneezes
5. Clean your hands often
6. Avoid sharing personal household items like utensils, towels, bedding etc
7. Clean all "high-touch" surfaces like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables every day. Wear gloves when using cleaning products
8. Monitor your symptoms and seek medical care if worsening
9. Household members who may be at increased risk of complications from COVID-19 infection (.e.g., people >60 years old, young children, pregnant women, people who are immunocompromised or who have chronic heart, lung, or kidney conditions). All people who you are in close contact with should monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Close contacts should also follow these recommendations:

- Establish a room (and a bathroom if possible) which only the quarantined person can use.
- All household members should practice strict personal hygiene. That means washing your hands frequently with soap and warm water. When you cough or sneeze, use a tissue every time. Then wash your hands.
- Do not share plates, glasses, cups, or utensils. Wash all these items in a dishwasher or with dishwashing liquid and warm water.
- Wear a disposable facemask and gloves when you touch or have contact with the patient's blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
- Wipe down frequently used surfaces with a household disinfecting cleaner – especially if they've come in contact with bodily fluids like spit, mucus, urine, feces, or vomit.
- Do not allow visitors in your home.

All household members should monitor their own health and call their healthcare provider if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Additional guidance for home isolation of patients with COVID 19, their household contacts/ caregivers can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

Current [CDC guidance for when it is OK to release someone from home isolation](#) is made on a case by case basis and includes meeting all of the following requirements:

- At least **10 days*** have passed *since symptoms first appeared*, and

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

- At least **1 day** (24 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in other symptoms
- If asymptomatic, isolation should continue until **10 days after the positive COVID-19 test**, so long as you remain asymptomatic.
- For individuals returning to a facility or who are severely immunocompromised, they will likely require repeat testing to be cleared

*If you were *admitted to the ICU or received a biologic* (or may have through a study) for COVID-19, isolation should continue until **20 days after symptoms started**

*Also informed patient, if applicable, to call Working Well to determine when he/she/they can return to work at BMC, and that Working Well needs to clear them for this BEFORE they can return to work.

*Also informed patient, if applicable, to call occupational health or manager from any non-BMC employment to determine when that organization will clear them for return to work as well, and not to return before then.

For more information, please visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19: www.cdc.gov/coronavirus/2019-ncov/index.html

Or visit the Boston Medical Center webpage (<https://www.bmc.org/covid-19>). You can translate the page into other languages using the link in top right corner.

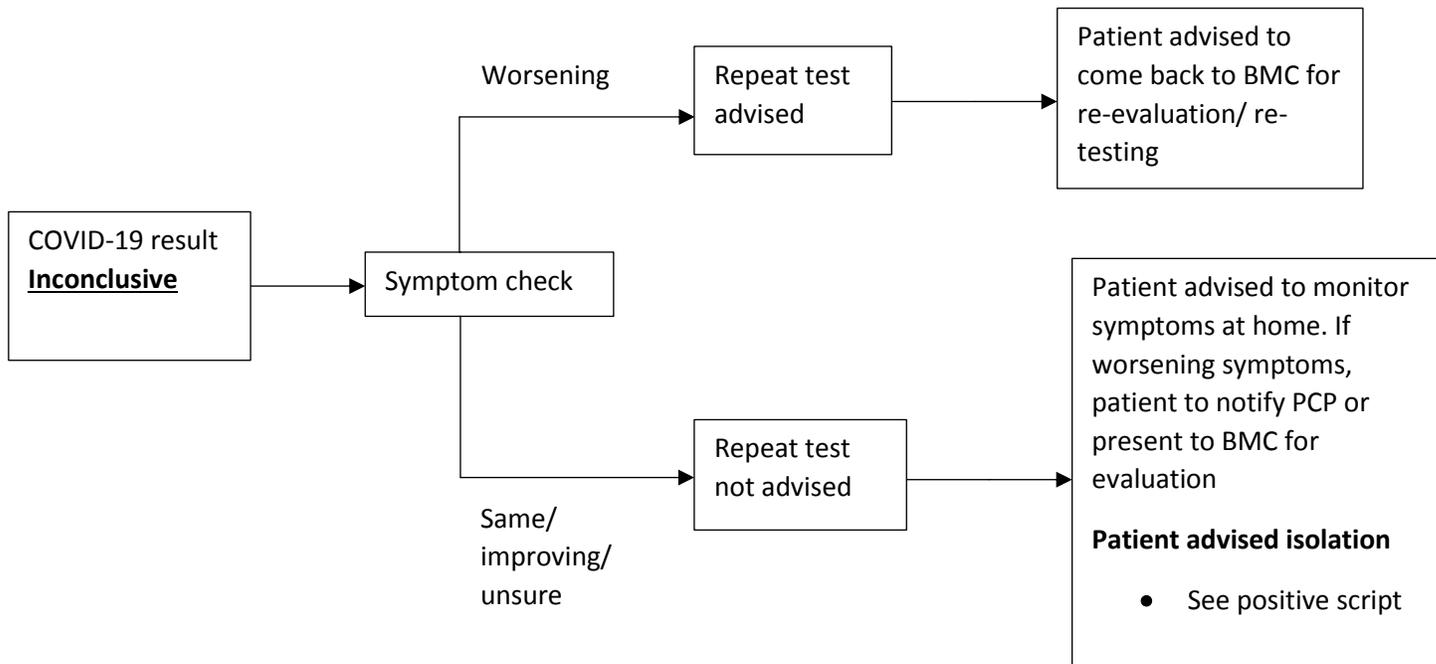
***Patient reported their understanding with all of the above, and any questions were answered.

Informed patient to call their physician with any new medical concerns or (617) 414-7831 for additional information/documentation about their COVID-19 results.

@me@

**See next page for decision tree to determine whether a patient with inconclusive result should get a repeat test:

Please use this decision tree to determine whether a patient with inconclusive result should get a repeat test:



Current [CDC guidance for when it is OK to release someone from home isolation](#) is made on a case by case basis and includes meeting all of the following requirements:

- At least **10 days*** have passed *since symptoms first appeared*, and
- At least **1 day** (24 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in other symptoms.

If patient is asymptomatic, isolation should continue *until 10 days after positive test*, so long as patient remains asymptomatic.

*For individuals *admitted to the ICU or who received a biologic* (or may have through a study) for COVID-19, isolation should continue until **20 days after symptoms started**

*Severely immunocompromised individuals still require retesting for clearance from isolation

Call documentation - Smartphrases

.COVIDRESULTSPPOOLPOSTELEVISIT – Use this for positive result call, pulls in COVID Followup flow sheet and info required for billing

You can use this for documenting the phone call. This is different than our phone script so you may also want to pull up the phone script while you talk to the patient.

Edit your documentation accordingly based on your conversation with the patient and which results were disclosed.

COVID RESULTS NOTE:

Called patient to inform them of the following COVID-19 testing results:

SARS-CoV-2 testing:

@LABBRIEFEX(COVID)@

Other respiratory viral testing if done:

@LABBRIEFEX(INFAF,INFBF,RSVF,PIV1F,PIV2F,PIV3F,PIV4F,HMPF,ADENOF,BPERTF,CHLAMF,MPNEUMO,CO229F,COHKUF,CONL6F,COOC4F,RHIEVF)@

Asked about current symptoms:

@FLOW(28261)@

@FLOW(28265)@

THRIVE Screen:

Asked patient: "We realize this is a very challenging time and we are here to help you find the services you need. Do you need additional support with housing, food or food delivery, transportation, legal services, internet / phone, utilities, unemployment / financial support, or education?"

Answer: {THRIVE Screen COVID:24084}

Best time to call patient if answered yes:

Reviewed with patient appropriate follow-up plan:

@FLOW(28250)@

@FLOW(28252)@

Review of Patient's PMH, Meds:

@PROB@

@CMED@

Education/counseling:

1) Reviewed with patient that if they experience any of the following, they should call 911 for immediate evaluation and inform them of their COVID positive or suspected test results:

- Worsening shortness of breath, difficulty breathing
- Persistent Chest pressure or pain
- New confusion or inability to wake-up
- Bluish lips or face

2) Reviewed with patient that they are to remain in isolation until further notice by the Department of Public Health. The DPH will call them in a few days to assess isolation status and perform contact investigation. In general, they will clear people once all of the following have been met:

- At least **10 days*** have passed *since symptoms first appeared*, and
- At least **1 day (24 hours)** have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in other symptoms
- For individuals returning to a facility or who are severely immunocompromised, they will likely require repeat testing to be cleared

*If you were *admitted to the ICU or received a biologic* (or may have through a study) for COVID-19, isolation should continue until **20 days** after symptoms started

Their family members and close contacts should also receive a letter or text from the DPH or a DPH-partnered Community Collaborative identifying the person as a close contact & alerting them that they need COVID-19 testing. The person will then be directed to a testing site closest to them or they can choose where to be tested (<https://www.mass.gov/info-details/covid-19-testing> - see links to interactive map, pdf list and more information). If they do not have the letter or information identifying them as a close contact, they can come in for testing, but they will be screened and a determination of whether to test or not will be made at that time.

Their family members/close household contacts will also need to remain in quarantine until:

- (If do not develop symptoms) at least 14 days after the COVID+ patient meets the following criteria (10 days after onset of symptoms and 24h after resolution of fever without fever-reducing medications, and improvement in other symptoms)

- If they develop symptoms, at least 10 days after onset of symptoms and 24h after resolution of fever without fever-reducing medications, and improvement in other symptoms

3) If they have a BMC PCP or no PCP and would like to reach a member of the COVID follow-up monitoring team for COVID infection-related questions, they can call us at [617-414-7570](tel:617-414-7570) from 9 AM-4 PM, Monday-Friday. If they have a question about the result or need a work note that was not requested today, they can call (617) 414-7831. If they have questions about other medical issues OR are calling after hours, directed patient to call their PCP.

If patient's PCP is outside BMC, informed them to call their PCP to alert them that they were diagnosed with COVID-19 after testing at BMC and to ask about appropriate follow-up through that PCP office.

4) Informed patient to expect another phone call from us in ***days (if we are continuing to follow)

5) Also informed them of guidance per CDC for quarantine/self-isolation:

While you are isolated at home,

1. Stay home except to get medical care: please request a family member or caregiver to help you with shopping for food and other basic necessities.
2. Separate yourself from other people and animals in your home: If feasible arrange for different people to assume caregiver responsibilities for children, dependents and pets
3. Please wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. Wear a facemask if you need to walk your pets
4. Cover your coughs and sneezes
5. Clean your hands often
6. Avoid sharing personal household items like utensils, towels, bedding etc
7. Clean all "high-touch" surfaces like counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables every day. Wear gloves when using cleaning products
8. Monitor your symptoms and seek medical care if worsening
9. Household members who may be at increased risk of complications from COVID-19 infection (.e.g., people >60 years old, young children, pregnant women, people who are immunocompromised or who have chronic heart, lung, or kidney conditions).
All people who you are in close contact with should monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Close contacts should also follow these recommendations:

- Establish a room (and a bathroom if possible) which only the quarantined person can use.
- All household members should practice strict personal hygiene. That means washing your hands frequently with soap and warm water. When you cough or sneeze, use a tissue every time. Then wash your hands.
- Do not share plates, glasses, cups, or utensils. Wash all these items in a dishwasher or with dishwashing liquid and warm water.
- Wear a disposable facemask and gloves when you touch or have contact with the patient's blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
- Wipe down frequently used surfaces with a household disinfecting cleaner – especially if they've come in contact with bodily fluids like spit, mucus, urine, feces, or vomit.
- Do not allow visitors in your home.

All household members should monitor their own health and call their healthcare provider if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

Additional guidance for home isolation of patients with COVID 19, their household contacts/ caregivers can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

6) Also informed patient, if applicable, to call their occupational health or manager from their employment to determine when that organization will clear them for return to work as well, and not to return before then.

For more information, referred patient to the Centers for Disease Control and Prevention website, which has even more information about COVID-19: www.cdc.gov/coronavirus/2019-ncov/index.html

Or to visit the Boston Medical Center webpage (<https://www.bmc.org/covid-19>). You can translate the page into other languages using the link in top right corner.

***Patient reported their understanding with all of the above, and any questions were answered.

Clinician Time Spent =>* minutes** with >50% coordinating care including: review of labs and pertinent radiology, review of previous records, documentation, and in discussion and counseling with patient and/or family about novel coronavirus 2019 disease, symptoms, and management.

@me@

BMC COVID-19 Results Reporting Pool

.COVIDNEGATIVECALL

You can use this for documenting the phone call. This is different than our phone script so you may also want to pull up the phone script while you talk to the patient.

Edit your documentation accordingly based on your conversation with the patient and which results were disclosed.

COVID-19 Negative Results Phone Note:

Called patient with the results of NEGATIVE COVID-19 testing.

Writer advised pt of the following:

@LASTLAB(COVID)@

If you were tested because you had close contact with a patient who tested positive for COVID 19 or you travelled outside Massachusetts (other than to a state exempt from state quarantine recommendations <https://www.mass.gov/info-details/travel-information-related-to-covid-19#travel-to-massachusetts->) and are asymptomatic at this time, it is possible that you could still develop symptoms later (within 14 days of the exposure, or if you are newly exposed). **If you develop new symptoms, particularly fever, cough or shortness of breath, please call your doctor, who will advise you if you should be tested again or need to return to be evaluated at that time.**

At this time the Department of Public Health (DPH) is recommending quarantine for 14 days from the time of last contact with a COVID 19 patient.

For close contacts of COVID 19 positive patients, the DPH will contact you and provide guidance regarding when you can come out of quarantine.

***(Leave only if applicable) Continue to follow the quarantine recommendations even though this test is negative, because it is still possible to develop symptoms later and expose others in the meantime.

For returning travelers, this negative SARS-CoV-2 PCR test result is adequate to enable you to discontinue quarantine. This is based on the current MDPH guidance that a traveler who is required to quarantine may be released from the obligation to continue quarantining upon obtaining proof of a negative test from an FDA EUA-approved molecular (PCR) SARS-CoV2 test, which was administered after the person's arrival in Massachusetts.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

If you were tested because you have respiratory symptoms, such as fever, cough or shortness of breath, then these symptoms may have been caused by something other than COVID-19 (such as the flu).. If your symptoms continue without improvement, or worsen at any time, please call your doctor. While you have symptoms, it is important to continue to follow recommendations to keep from spreading the illness to others, such as washing hands frequently and coughing into a tissue or your elbow, and not sharing utensils, towels, or bedding, and to wash at least daily frequently used surfaces (doorknobs, sink, toilet, counters, etc.), as you could have another virus that could be passed to others. You should stay home while you continue to have symptoms, or as directed by your doctor, and continue to follow state and citywide social distancing recommendations after that.

If you're a health care worker, please check in with your employer health group for return for work direction. (*For BMC, employees, Working Well contact info is Covid19WWC@bmc.org or call 617-638-8400*)).

For more information, referred patient to CDC.gov or Boston Medical Center website: (<https://www.bmc.org/covid-19>). You can translate the page into other languages using the link in top right corner.

***Patient reported their understanding with all of the above, and any questions were answered. Informed patient to call their physician with any new medical concerns or (617) 414-7831 for additional information/documentation about their COVID-19 results.

@me@

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

.COVIDANSCALL - Result Call Patient Answered

Alternative option for documenting the phone call. Pulls in the lab results

Writer reached out to pt to disclose the results of *** testing.

Writer advised pt of the following results:

Results here

.COVIDNOANSWER - Result Call Unable to contact

If you use the dotphrase make sure your note is very clear that you did not reach the patient but left a voicemail, line was busy, etc. Choose the option that describes what you did (ie left VM vs. could not).

Writer reached out to pt to disclose the results of COVID-19 testing.

Select one:

- Pt unavailable but left voicemail that I was calling from Boston Medical Center with important information about recent visit and to call back at (617) 414-7831.
- Mailbox full. Writer unable to leave a VM, will attempt to contact at a later date.
- Phone is out of service. Writer unable to leave a VM, will attempt to contact at a later date.
- Mailbox is not setup. Writer unable to leave a VM, will attempt to contact at a later date.

.COVIDPTCALLEDPENDING – Pt called, results pending

Pt called to receive the results of COVID-19 testing, results are pending. Told patient results are still pending, someone will call with result when back, and informed patient to continue self-isolation while waiting.

Letters

Letter– Negative- .COVIDNEGATIVELETTER

Letter template: BMC COVID NEGATIVE LETTER

Note: you can use this text for letter and MyChart message.

Translated versions are saved here: <https://bostonmedical.app.box.com/folder/108393008712>

Dear *name*,

I am writing to inform you of the results of the COVID 19 **TESTTYPE** test on **TESTDATE**.

You were tested for the virus that causes Coronavirus Disease 2019 (COVID-19), and your test result is NEGATIVE. This means that we did NOT detect any evidence of the virus that causes COVID-19.

If you were tested because you had close contact with a patient who tested positive for COVID 19 and are asymptomatic at this time, it is possible that you could still develop symptoms later (within 14 days of the exposure, or if you are newly exposed). **If you develop new symptoms**, particularly fever, cough or shortness of breath, please call you doctor, who will advise you if you should be tested again or need to return to be evaluated at that time.

At this time the Department of Public Health (DPH) is recommending quarantine for 14 days from the time of last contact with a COVID 19 patient.

For close contacts of COVID 19 positive patients, the DPH will contact you and provide guidance regarding when you can come out of quarantine.

****Continue to follow the quarantine recommendations even though this test is negative, because it is still possible to develop symptoms later and expose others in the meantime.**

If you were tested because you have respiratory symptoms, such as fever, cough or shortness of breath, then these symptoms may be caused by something other than COVID-19 (such as the flu). However, it is also possible, given the test does not pick up 100% of infections, and particularly if you were tested >7 days into symptoms, that the test just was not able to detect virus even if truly present. If your symptoms continue without improvement, or worsen at any time, please call your doctor. While you have symptoms, it is best to stay home and follow recommendations to keep from spreading the illness to others, such as washing hands frequently and coughing into a tissue or your elbow, and wearing a face covering if you need to leave your house or room.

If you're a health care worker, please check in with your employee health group for return for work direction.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

If you have any questions about this result, please call us at (617) 414-7831.

For more information, please see the attached handouts or you can visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19:

www.cdc.gov/coronavirus/2019-ncov/index.html

Sincerely,

Boston Medical Center

AVS attachments will automatically be added to bottom of letter in Epic in English. You can manually replace with a different language.

BMC AVS COVID19 GENERAL

Letter– Negative Travel- .COVIDNEGATIVELETTERTRAVEL

Letter template: BMC COVID NEGATIVE LETTER TRAVEL

Note: you can use this text for letter and MyChart message.

Dear **name**,

I am writing to inform you of the results of the COVID 19 **TESTTYPE** test on **TESTDATE**.

You were tested for the virus that causes Coronavirus Disease 2019 (COVID-19), and your test result is NEGATIVE. This means that we did NOT detect any evidence of the virus that causes COVID-19.

If you travelled outside Massachusetts (other than to a state exempt from state quarantine recommendations (<https://www.mass.gov/info-details/travel-information-related-to-covid-19#travel-to-massachusetts->) **and** are asymptomatic at this time, it is possible that you could still develop symptoms later (within 14 days of the exposure, or if you are newly exposed). **If you develop new symptoms**, particularly fever, cough or shortness of breath, please call you doctor, who will advise you if you should be tested again or need to return to be evaluated at that time.

At the present time, the Governor’s order, [COVID-19 Order No. 45](#), effective from August 1st 2020 states, “A traveler who is required to quarantine may be released from the obligation to continue quarantining upon obtaining proof of a negative test from an FDA EUA-approved molecular (PCR) SARS-CoV2 test, which was administered after the person’s arrival in Massachusetts”.

If you are travelling outside Massachusetts and this test was done as a pre-travel requirement, you are requested to follow and comply with the quarantine and testing requirements of the destination place.

If you’re a health care worker, please check in with your employee health group for return for work direction.

If you have any questions about this result, please call us at (617) 414-7831.

For more information, please visit <https://www.mass.gov/info-details/travel-information-related-to-covid-19#travel-to-massachusetts->

Sincerely,

Boston Medical Center

Letter– Positive - .COVIDPOSITIVELETTER

Letter template: BMC COVID POSITIVE LETTER

Note: you can use this text for letter and MyChart message.

Translated versions are saved here: <https://bostonmedical.app.box.com/folder/108393008712>

Dear *name*,

I am writing to inform you of the results of the COVID 19 **TESTTYPE** test on **TESTDATE**.

You were tested for the virus that causes Coronavirus Disease 2019 (COVID-19), and your test result is POSITIVE. This means that we DID detect evidence of the virus that causes COVID-19.

Please call us at (617) 414-7831 so we can discuss the results further with you.

You will also be called by the Department of Public Health (DPH) because of the positive test results and they will discuss in detail the recommendation for quarantine at home. At this time you and your close contacts are advised to remain in quarantine until DPH tells you it is ok to discontinue quarantine.

If your symptoms worsen please call your primary care doctor. Seek immediate medical attention and call 911 if you experience any of the following:

- You have worsening shortness of breath, difficulty breathing
- Persistent Chest pressure or pain
- New confusion or inability to wake up
- Bluish lips or face

If you need evaluation in the Emergency Department, please call your primary care doctor to let them know of your worsening symptoms so we can alert the Emergency Department to your arrival. **If you call 911, please make them aware of your positive COVID test results.**

All people you are in close contact with should monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Close contacts should also follow these recommendations:

- Establish a room (and a bathroom if possible) that only the quarantined person can use.
- All household members should practice strict personal hygiene. That means washing your hands frequently with soap and warm water. When you cough or sneeze, use a tissue every time. Then wash your hands.
- Do not share plates, glasses, cups, or utensils. Wash all these items in a dishwasher or with dishwashing liquid and warm water.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

- Wear a disposable facemask and gloves when you touch or have contact with the patient's blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
- Wipe down frequently used surfaces with a household disinfecting cleaner – especially if they've come in contact with bodily fluids like spit, mucus, urine, feces, or vomit.
- Do not allow visitors in your home.

All household members should monitor their own health and call their healthcare provider if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

You and your close contacts should remain in quarantine until DPH tells you it is ok to come out of quarantine.

Additional guidance for home isolation of patients with COVID 19, their household contacts/ caregivers can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

For more information, please see the attached handouts or you can visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19:

www.cdc.gov/coronavirus/2019-ncov/index.html

If you're a health care worker, please check in with your employer health group for return for work direction.

If your primary care provider is not at Boston Medical Center, please call their office to inform them of your test result and for further follow-up information.

Sincerely,

Boston Medical Center

Note: AVS attachments will automatically be added to bottom of letter in Epic in English. You can manually replace with a different language.

BMC AVS COVID19 GENERAL

BMC AVS COVID19 POSITIVE (also saved in Box)

Letter– Inconclusive - .COVIDINCONCLUSIVELETTER

Letter template: BMC COVID INCONCLUSIVE LETTER

Note: you can use this text for letter and MyChart message.

Translated versions are saved here: <https://bostonmedical.app.box.com/folder/108393008712>

Dear *name*,

I am writing to inform you of the results of the COVID 19 **TESTTYPE** test on **TESTDATE**.

You were tested for the virus that causes Coronavirus Disease 2019 (COVID-19), and your test result is INCONCLUSIVE. This means that we cannot tell if you have the virus that causes COVID-19. This type of result could happen because you have a very small amount of the virus in your body (for example if you are at the very beginning or end of symptoms), but we cannot be sure. Many people who have this result do indeed have the virus, so it is important to continue home isolation, and to call your doctor back if symptoms worsen and to find out when it is okay to stop home isolation.

Please call us at (617) 414-7831 so we can discuss the results further with you.

If your symptoms worsen please call your primary care doctor. Seek immediate medical attention and call 911 if you experience any of the following:

- You have worsening shortness of breath, difficulty breathing
- Persistent Chest pressure or pain
- New confusion or inability to wake up
- Bluish lips or face

If you need evaluation in the Emergency Department, please call your primary care doctor to let them know of your worsening symptoms so we can alert the Emergency Department to your arrival. **If you call 911, please make them aware of your positive COVID test results.**

All people you are in close contact with should also monitor their health; they should call their healthcare provider right away if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

Close contacts should also follow these recommendations:

- Establish a room (and a bathroom if possible) that only the quarantined person can use.
- All household members should practice strict personal hygiene. That means washing your hands frequently with soap and warm water. When you cough or sneeze, use a tissue every time. Then wash your hands.

COVID-19 Results Reporting - Scripts

12/1/2020 2:04 PM

- Do not share plates, glasses, cups, or utensils. Wash all these items in a dishwasher or with dishwashing liquid and warm water.
- Wear a disposable facemask and gloves when you touch or have contact with the patient's blood, stool, or body fluids, such as saliva, sputum, nasal mucus, vomit, urine.
- Throw out disposable facemasks and gloves after using them. Do not reuse.
- When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer. Next, remove and dispose of facemask, and immediately clean your hands again with soap and water or alcohol-based hand sanitizer.
- Wipe down frequently used surfaces with a household disinfecting cleaner – especially if they've come in contact with bodily fluids like spit, mucus, urine, feces, or vomit.
- Do not allow visitors in your home.

All household members should monitor their own health and call their healthcare provider if they develop symptoms suggestive of COVID-19 (e.g., fever, cough, shortness of breath).

You and your close contacts should remain in quarantine until your doctor tells you it is ok to come out of quarantine. For close contacts, that will be 14 days after their last contact with you while you were symptomatic. For you, it will depend on how many days since symptoms started and started to improve.

Additional guidance for home isolation of patients with COVID 19, their household contacts/ caregivers can be found at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

For more information, please see the attached handouts or you can visit the Centers for Disease Control and Prevention website, which has even more information about COVID-19:

www.cdc.gov/coronavirus/2019-ncov/index.html

Or visit the Boston Medical Center webpage (<https://www.bmc.org/covid-19>). You can translate the page into other languages using the link in top right corner.

If you're a health care worker, please check in with your employer health group for return for work direction.

Sincerely,

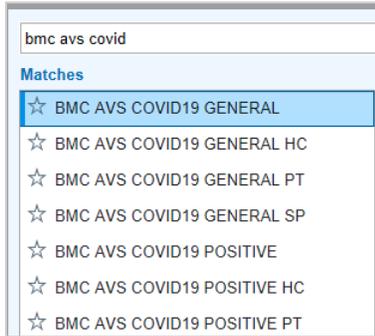
Boston Medical Center

Note: AVS attachments will automatically be added to bottom of letter in Epic in English. You can manually replace with a different language.

BMC AVS COVID19 GENERAL

BMC AVS COVID19 POSITIVE (also saved in Box)

AVS patient education materials - Smart Text



To locate:

