Title: Informing Patients of COVID Results	
Application: Epic In Basket	
Affected Role: All Users	
Date: 03/27/2020	**Revision Number:** 06

Contents

Use Epic's In Basket to document follow-up calls and messages to patients with COVID-19 test results. Refer to this document for step-by-step instructions on how to deal with each situation.

==Log in to Epic as your NEW COVID-SPECIFIC username==. Your new username is your old username with the number in front.

For example: my OLD username was **rdemiln1** and my NEW username is **1rdemiln**. Your password is the same.

Set Up Your In Basket

1. Go to In Basket (click 📧 In Basket or 📭).

2. Make sure you are signed into your In Basket Pools (consult the Addendum – In Basket Pools part of this guide for instructions).

3. Click the 🔧 icon:
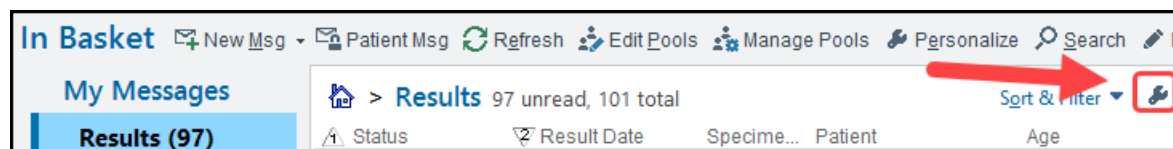
4. Select **Report on Bottom**.

5. Ensure that the **Msg/Note, Resulted**, and **MyC** columns are visible:
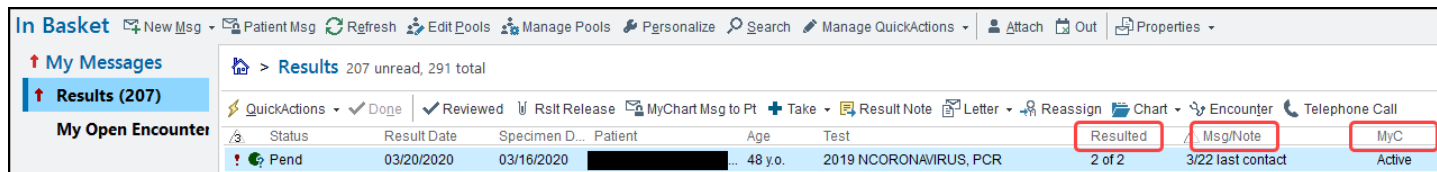
   a. If not, then click the 🔧 icon again. Go to ⚙ **Edit Column Setup.**

   b. Scroll down to the **Msg/Note** row.

   c. Click **Msg/Note**, and then click **Move Up** until it is higher on the list, and then click **Accept**.

   d. Repeat for the other two columns as needed.

==You will be working out of In Basket pools, which are collections of messages sent to a group. Some results in these pools will be unrelated to COVID-19 – leave these results alone.==

Look to the **Test** column for the appropriate COVID tests – they will be named as follows:

Informing Patients of Positive Results

Patients with positive results will always receive a phone call and a letter. Patients with

Positive results will be marked with either a **!** or sometimes a **↑** icon on the far left side of the message.

1. Find a positive test result and claim the message from the pool by clicking the 🔍 icon on the left of the message. The icon will turn to a ➕. If a message is already being worked on by someone else, it will appear as 👤.

! 🔍 New	03/23/2020	03/21/2020	PATIENT NAME	60 y.o.	2019 NCORONAVIRUS, PCR

a. In the **Result** report on the bottom of the screen, confirm that the test reads **Detected:**
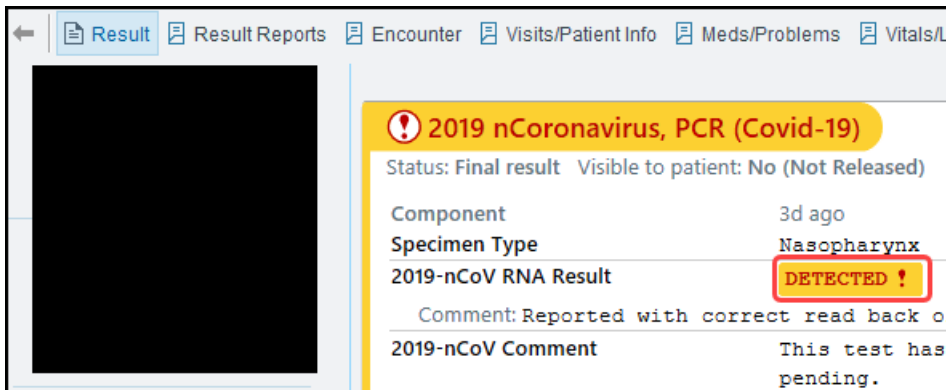
2. Click the 📞 **Telephone Call** button.

3. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.

- If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").
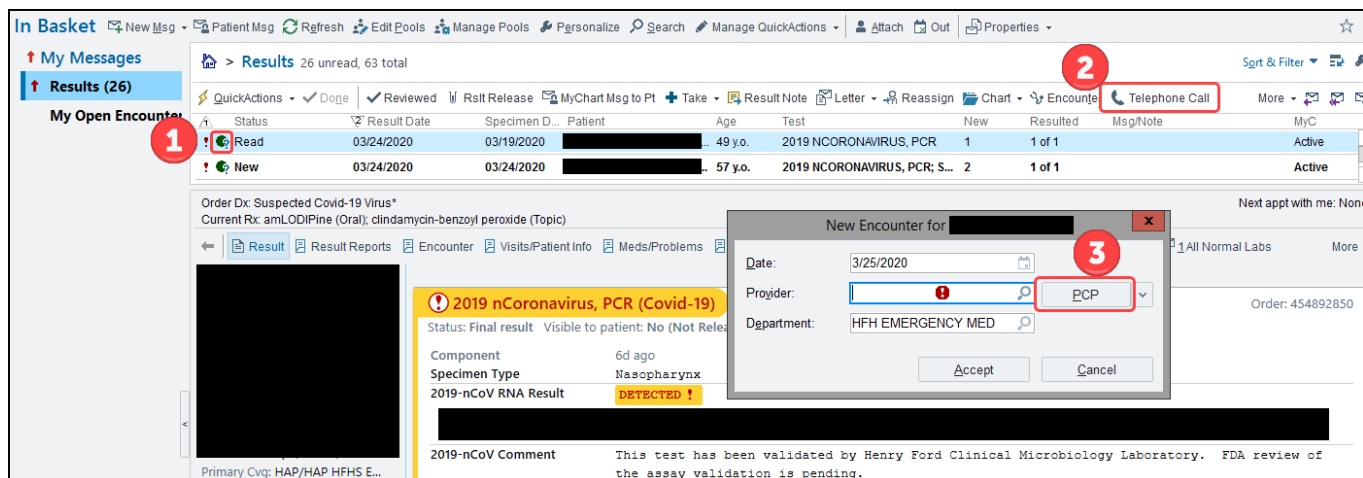
A Telephone Encounter opens. You will then call the patient and document the details of the call.

4. In the **Contacts** section, click ✚ **Outgoing Call**.

5. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** of **Left Message** and leave some **Contact comments**.

6. Enter a note in the **Documentation** sidebar.
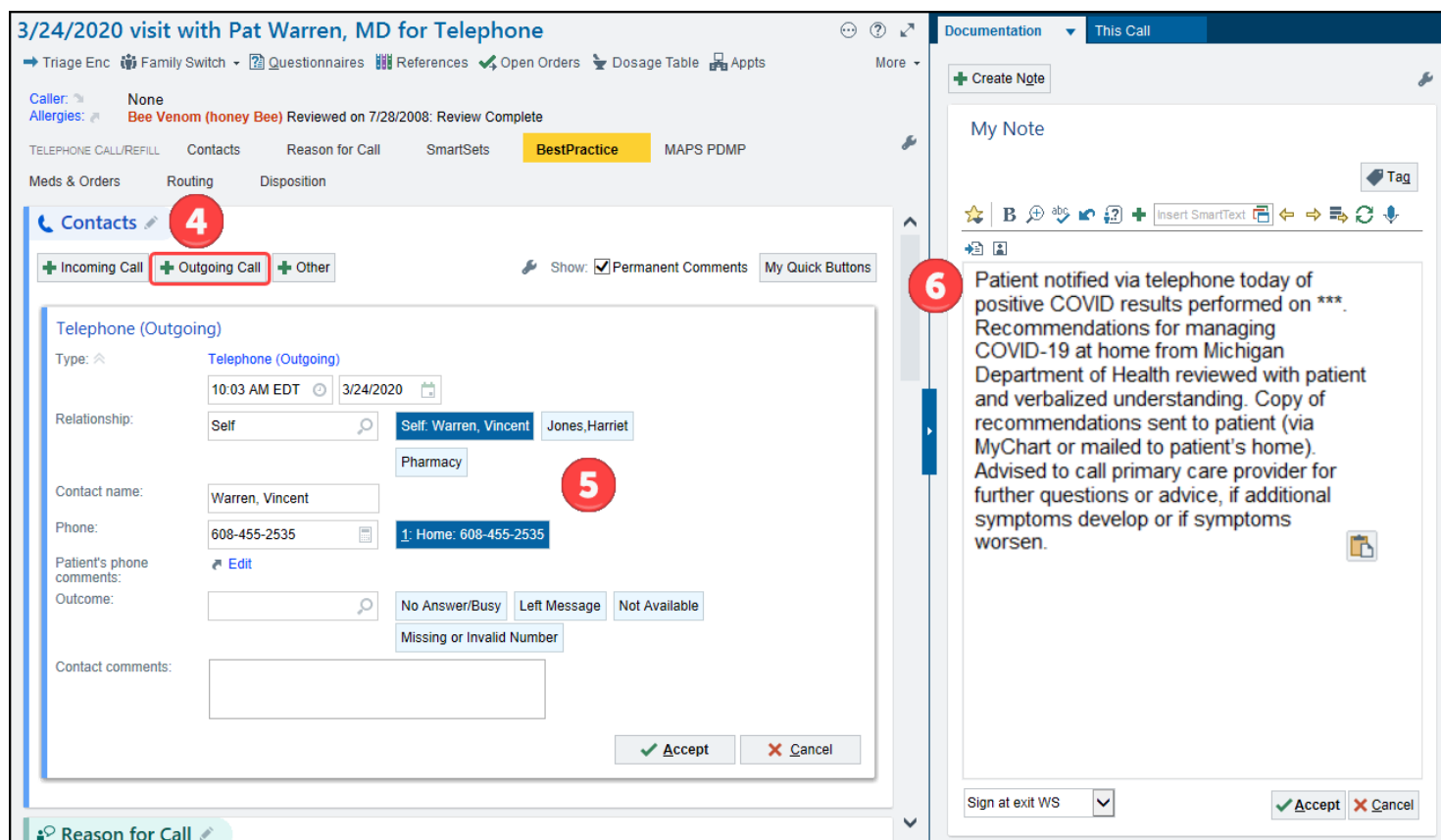
    - IF YOU REACH THE PATIENT, click in the text box and then type **".covpositive"**

    - IF YOU DID NOT REACH THE PATIENT, indicate that in the note (for example, "Attempted to reach patient, will call tomorrow.")

7. Scroll down to the **Routing** section. Mark the **Priority** as **High** and click **Add PCP**.

    - If the patient does not have a PCP, this might not be an option. In this case, refer the patient to the HFHS Find A Doctor Referral Program:

        Southeast Michigan **(800) 436-7936**

        South Central Michigan **(888) 862-3628**

8. Enter a note in the **Routing comment** field by typing the SmartPhrase **".covpcp"**

9. Click ✔**SIGN ENCOUNTER** in the lower right hand side of the screen.

IF YOU REACHED THE PATIENT

Scroll to the **Send a Letter** section below and follow those steps to send a letter to the patient.

Complete the message and remove it from In Basket.

10. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.

IF YOU DID NOT REACH THE PATIENT

Leave the message in In Basket and click the ⊕ icon to return the message to the pool. The patient will receive a call once per day for 3 days, repeating the steps above. If the patient does not answer after 3 calls, send a letter.

11. Back in **In Basket**, click the 📝 **Comment** button.

12. Enter a comment about the call, including the date and the number of times the patient has been contacted. For example, "Left message 3/25 #1"

- This allows you to see how many times the patient has been contacted. If you are calling a patient who already has a comment, update the date and the number of calls (for example, if the patient already has a comment of "Left message 3/25 #1" and you are calling the next day, you would update the comment to "Left message 3/26 #2")

Send a Letter

1. With the patient's In Basket message selected, click the 📄 **Letter** button in In Basket.

2. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.

   a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER

3. The **Communications** window opens. Click **Patient**.

    a. If the patient has a MyChart account, a 💟 icon appears next to their name:

    b. If the patient does NOT have a MyChart account, a 📄 icon appears next to their name:

4. Click **Other** to look up the appropriate letter template. In the Letter Template Lookup window, search for "**COVID 19 POSITIVE**" letter template. Mark the letter **High** priority as well.

5. Click **Accept** with the **COVID 19 POSITIVE LETTER** letter selected.

If the Patient has a MyChart account (💟):

You will send the letter directly to the patient's MyChart.

6. Click 📧 **Send Now**.

7. Click ✔ **Sign Encounter** in the lower right corner.
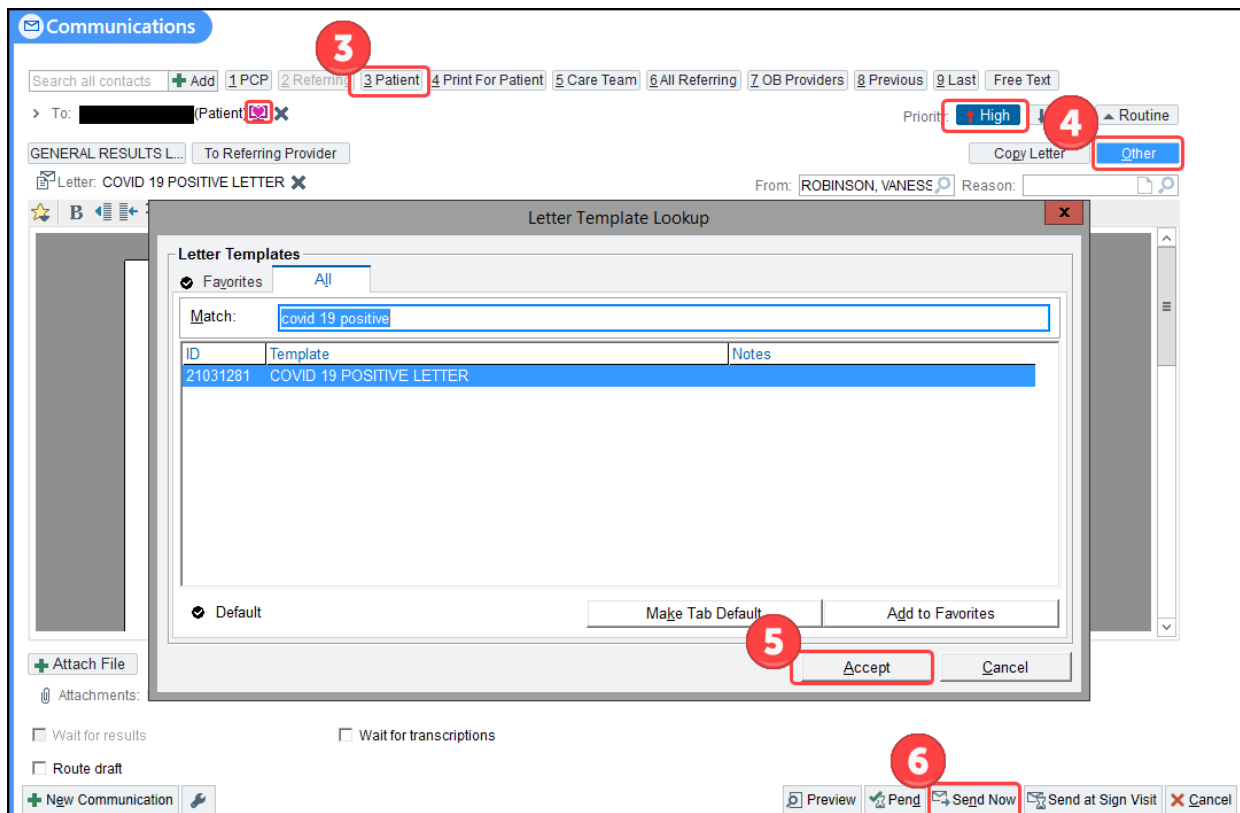
If the Patient does NOT have a MyChart Account(📧):

You will route the letter to a pool to be printed and sent.

8. Click **Route draft** in the lower left corner.

9. In the box that appears, type "p hfhs covid" to pull in the **P HFHS COVID-19 RESULTS LETTER TO PATIENTS** pool. This pools contains users who will print the letter.

10. Click ▪️◄ **Route Now** in the lower right hand corner.

11. Click ✔ **Sign Encounter** in the lower right hand corner.

12. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.

13. Click ▪️◄ **Route Now**.

14. Click ✔ **Sign Encounter** in the lower right hand corner. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.

Employer Excuse Letter

Upon request, you can send an additional letter to a patient's MyChart or mail them a letter.

1. With the patient's In Basket message selected, click the 📄 **Letter** button in In Basket.

2. Click **PCP** to add the patient's PCP as the provider, and then click Accept

   a. If the patient does not have a PCP, type "generic ex" in the Provider field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER")

3. The **Communications** window opens. Click **Patient**.

   a. If the patient has a MyChart account, a 💟 icon appears next to their name:

   b. If the patient does NOT have a MyChart account, a 📄 icon appears next to their name:

4. Click **Other** to look up the appropriate letter template. In the Letter Template Lookup window, search for "**COVID 19 EMPLOYER EXCUSE**" letter template.

5. Click **Accept** with the **COVID 19 EMPLOYER EXCUSE** letter selected.

If the Patient has a MyChart account (💟):

You will send the letter directly to the patient's MyChart.

6. Click 📨 **Send Now** in the lower right corner.

7. Click ✔ **Sign Encounter**.

If the Patient does NOT have a MyChart Account(📄):

You will route the letter to a pool to be printed and sent.

8. Click **Route draft** in the lower left corner.

9. In the box that appears, type "p hfhs covid" to pull in the **P HFHS COVID-19 RESULTS LETTER TO PATIENTS** pool. This pools contains users who will print the letter.

10. Click ⟵ **Route Now** in the lower right hand corner.

11. Click ✔ **Sign Encounter** in the lower right hand corner.

12. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.
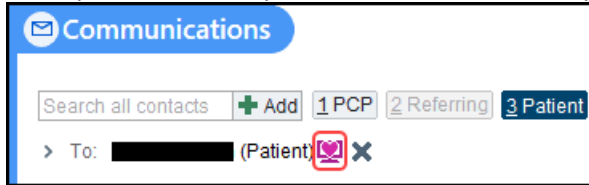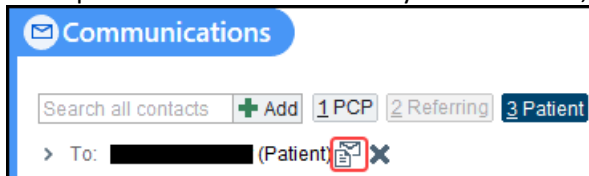
COVID-19 tests are sometimes not resulted for days, but we will **check in with patients every 2 days** to reassure them that their test is still in progress.

Informing Patients of Pending Results via MyChart

If a patient has an active MyChart account, they can be notified electronically.

1. Find a message that has not been resulted yet for a patient with an active MyChart account. This will be a normal result. Other hints:

   a. In the **Resulted** column, the count will be incomplete (such as **0 of 1**) and the **MyC** column will say **Active**.

   b. For further confirmation that the result is pending, the **Result** report on the bottom of the screen will show a status of **Preliminary Result**.
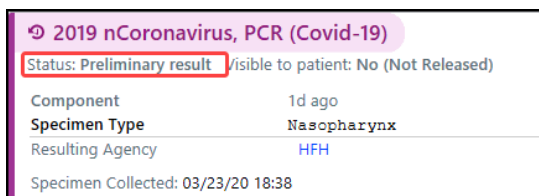
NOTE: The Msg/Note column contains the date the patient was last contacted. If it is BLANK or this date is 2 or more days ago, continue. If it was one day ago, then do not message the patient at this time.

2. Claim the message from the pool by clicking the 🌐 icon on the left of the message. The icon will turn to a ➕. If a message is already being worked on by someone else, it will appear as 🔴.

3. Click the 📧 **MyChart Message to Patient** button.
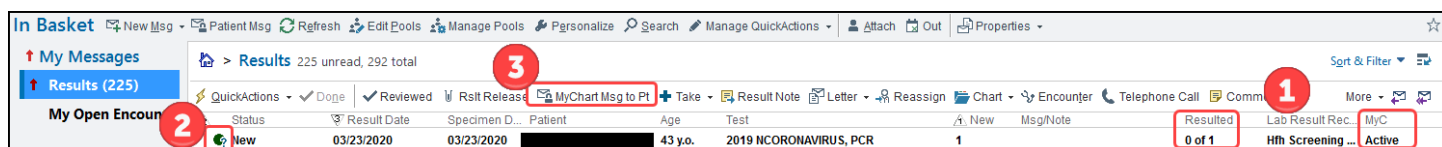
4. The **Patient Message** window opens. Enter a Subject for the message, such as "Pending Test Results"

5. In the text box, enter the SmartPhrase by typing **".covpend"**

6. Click **Send** in the lower right.

7. Back in In Basket, click the 🗒 **Comment** button to update the date the patient was last contacted.

8. Type in the date you contacted this patient (for example "3/24 contacted") and then leave the message in In Basket.

   a. IMPORTANT: Consult the Msg/Note column before responding to a message. Make sure that

COVID-19 tests are sometimes not resulted for days, but we will **check in with patients every 2 days** to reassure them that their test is still in progress.

If a patient is not active on MyChart, they must be notified via telephone.

Informing Patients of Pending Results via Telephone

1. Find a message that has not been resulted yet for a patient with an **Inactive** MyChart account. This will be a normal result. Other hints:

    a. In the **Resulted** column, the count will be incomplete (such as **0 of 1**) and the **MyC** column will say **Inactive**.

    b. For further confirmation that the result is pending, the **Result** report on the bottom of the screen will show a status of **Preliminary Result**.
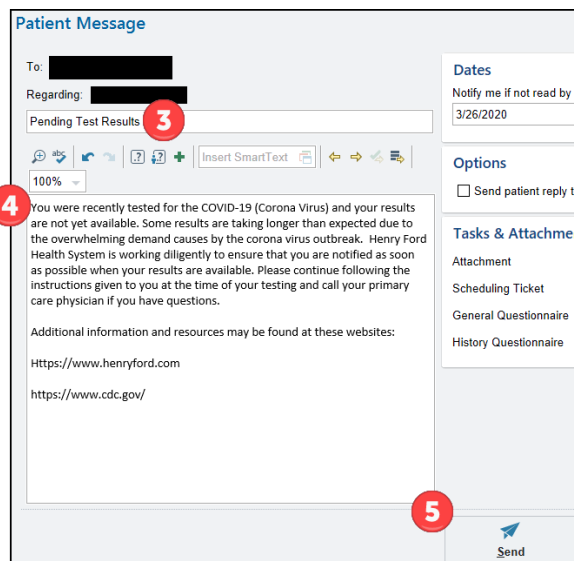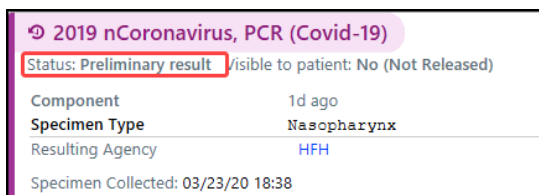

NOTE: The Msg/Note column contains the date the patient was last contacted. If this date is 2 or more days ago, continue. If it was one day ago, then do not message the patient at this time.
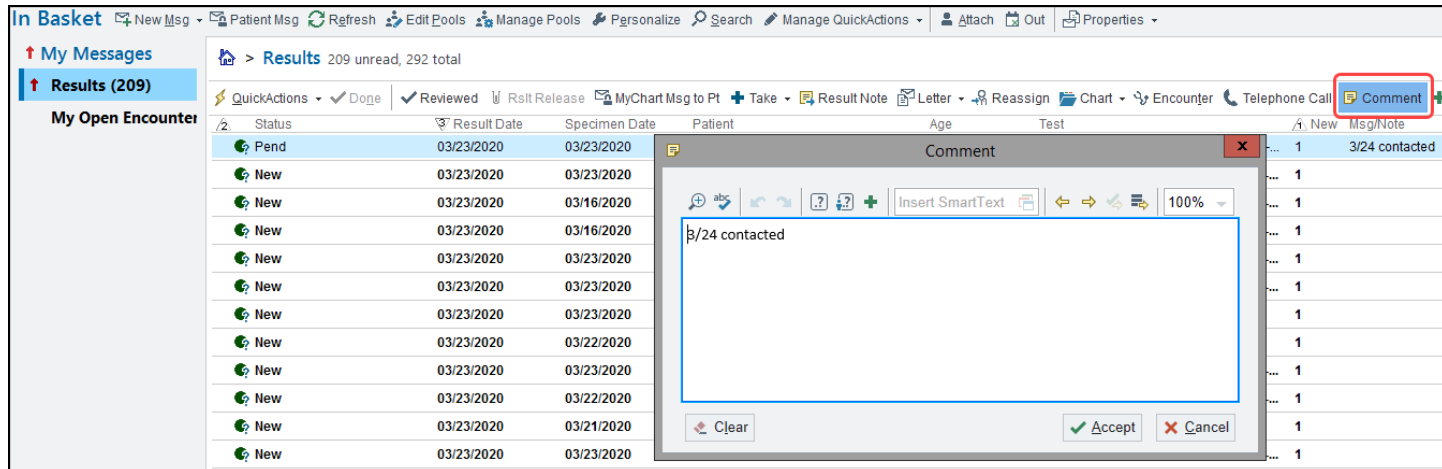
2. Claim the message from the pool by clicking the 🔮 icon on the left of the message. The icon will turn to a 🔮. If a message is already being worked on by someone else, it will appear as 👤.

3. Click the 📞 **Telephone Call** button.

4. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.

    a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").

A Telephone Encounter opens. You will then call the patient and document the details of the call.

5. In the **Contacts** section, click ✚ **Outgoing Call**.

6. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** and leave some **Contact comments**.

7. Enter a note in the **Documentation** sidebar. Click in the text box and then type **".covpendphone"**
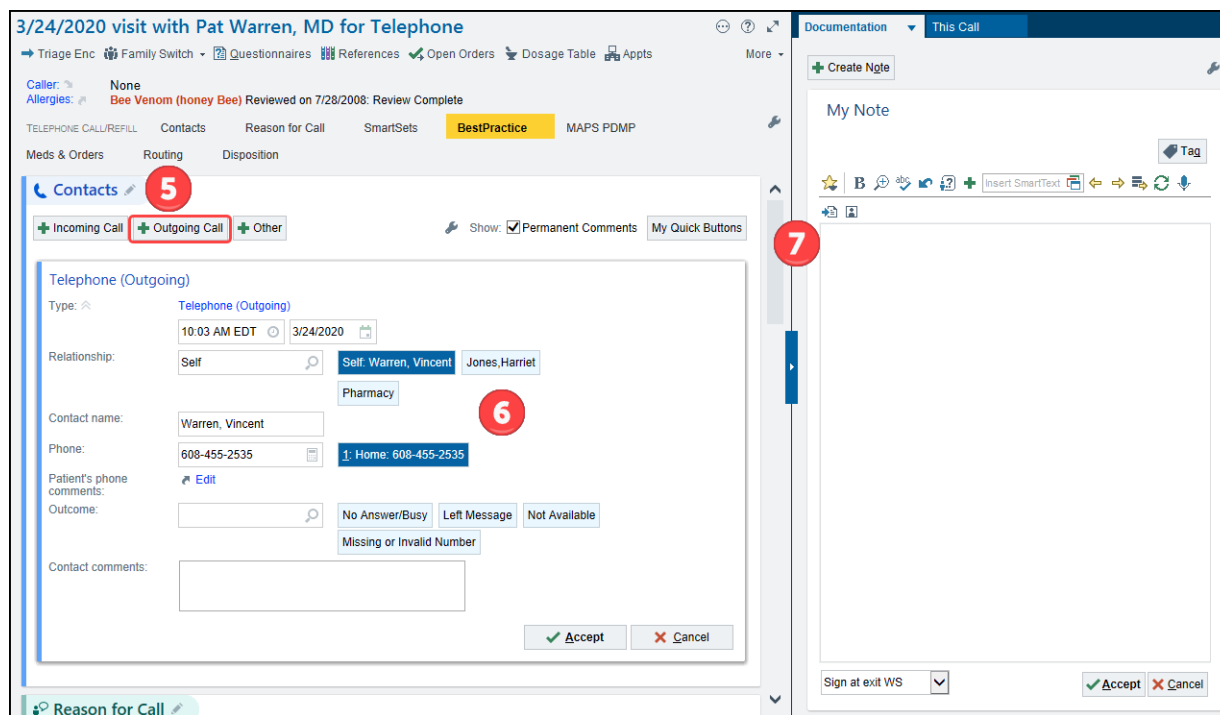
8. Click ✔**SIGN ENCOUNTER** in the lower right hand side of the screen.

9. Back in In Basket, click the 🗒 **Comment** button to update the date the patient was last contacted.

10. Type in the date you contacted this patient (for example "3/24 contacted") and then leave the message in In Basket.

11. Return the message to the pool by clicking the 🔄 icon.
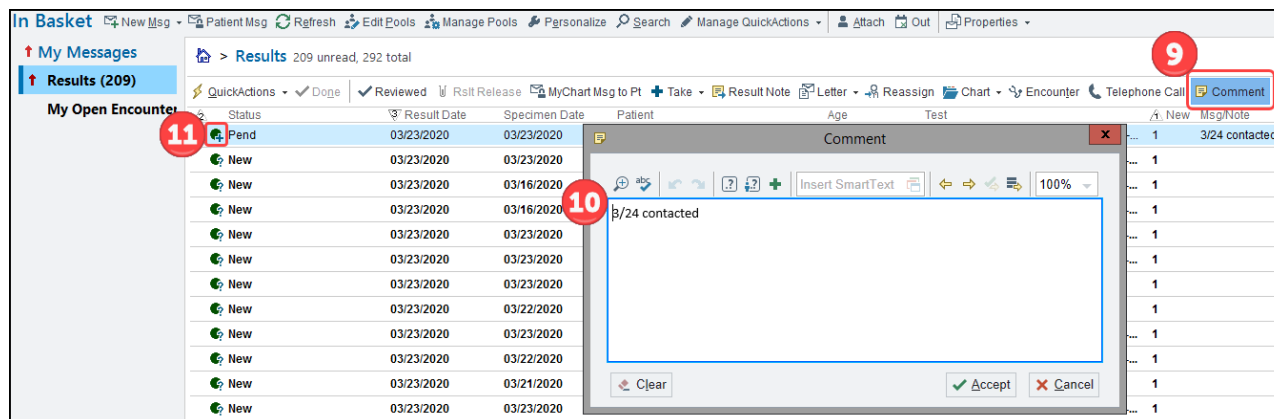
Informing Patients of Negative Results via MyChart

If a patient has an active MyChart account, they can be notified electronically.

1. Find a message with a complete result for a patient with an **Active** MyChart account. Look to the **Resulted** and **MyC** columns for this information.

   a. In the **Resulted** column, the count will be complete (such as **1 of 1**).

   b. For further confirmation that the result is negative, the **Result** report on the bottom of the screen will show a status of **Final Result**, and a result of **Not Detected**:
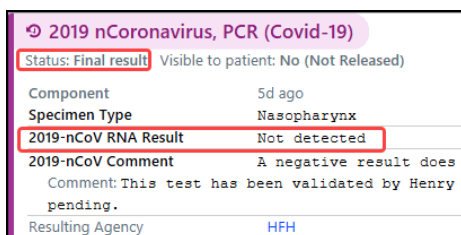

2. Claim the message from the pool by clicking the 🌐 icon on the left of the message. The icon will turn to a ➕. If a message is already being worked on by someone else, it will appear as 👤.

3. Click the 📧 **MyChart Message to Patient** button.
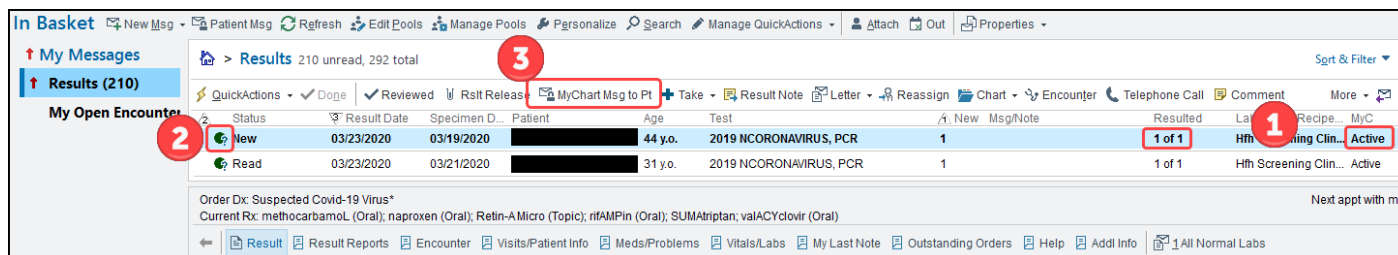
4. The **Patient Message** window opens. Enter a Subject for the message, such as "Negative Test Results"

5. In the text box, enter the SmartPhrase by typing **".covneg"**

6. Click **Send** in the lower right.

7. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.
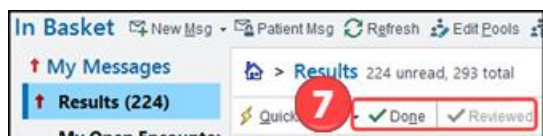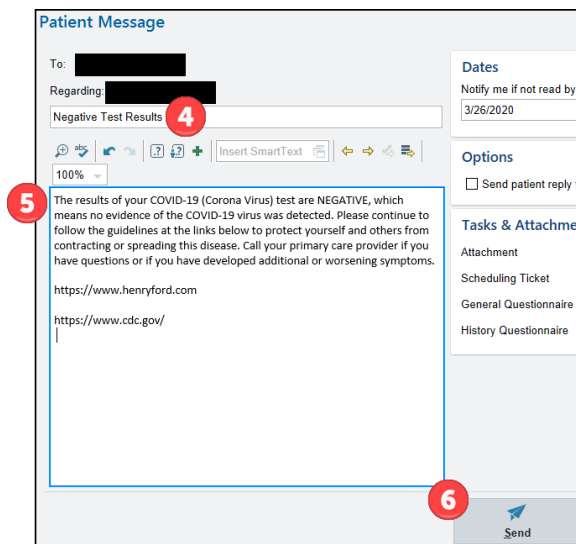
Informing Patients of Negative Results via Telephone

If a patient is not active on MyChart, they must be notified via telephone.

1. Find a message with a complete result for a patient with an **Inactive** MyChart account. Look to the **Resulted** and **MyC** columns for this information.

   a. In the **Resulted** column, the count will be complete (such as **1 of 1**, or **2 of 2** and so on).

   b. For further confirmation that the result is negative, the **Result** report on the bottom of the screen will show a status of **Final Result**, and a result of **Not Detected**:

   ```
   ⊙ 2019 nCoronavirus, PCR (Covid-19)
   Status: Final result  Visible to patient: No (Not Released)

   Component              5d ago
   Specimen Type          Nasopharynx
   2019-nCoV RNA Result   Not detected
   2019-nCoV Comment      A negative result does
      Comment: This test has been validated by Henry
      pending.
   Resulting Agency       HFH
   ```

2. Claim the message from the pool by clicking the 🔍 icon on the left of the message. The icon will turn to a ➕. If a message is already being worked on by someone else, it will appear as 🔴.

3. Click the 📞 **Telephone Call** button.

4. Click **PCP** to add the patient's PCP as the provider.

   a. If the patient does not have a PCP, enter "generic ex" and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").
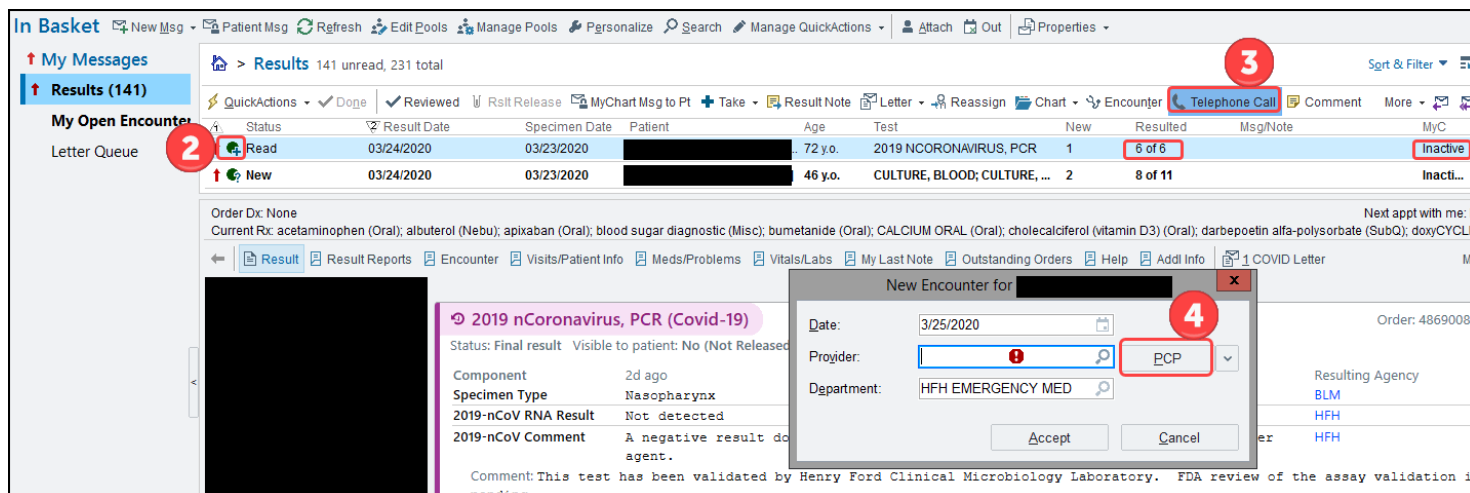
A Telephone Encounter opens. You will then call the patient and document the details of the call.

5. In the **Contacts** section, click ✚ **Outgoing Call**.

6. Document the details of the call (such as **Relationship** and **Phone**). If the patient does not answer, you can also document an **Outcome** and leave some **Contact comments**.

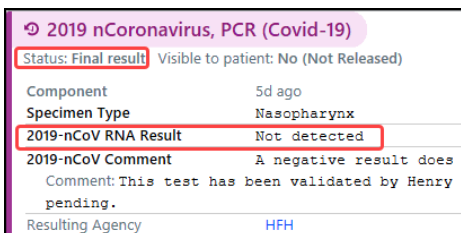7. Enter a note in the **Documentation** sidebar.

   a. <mark>IF YOU REACH THE PATIENT</mark>, click in the text box and then type **".covnegphone"**

   b. <mark>IF YOU DID NOT REACH THE PATIENT</mark>, indicate that in the note (for example, "Attempted to reach patient, will call tomorrow.")
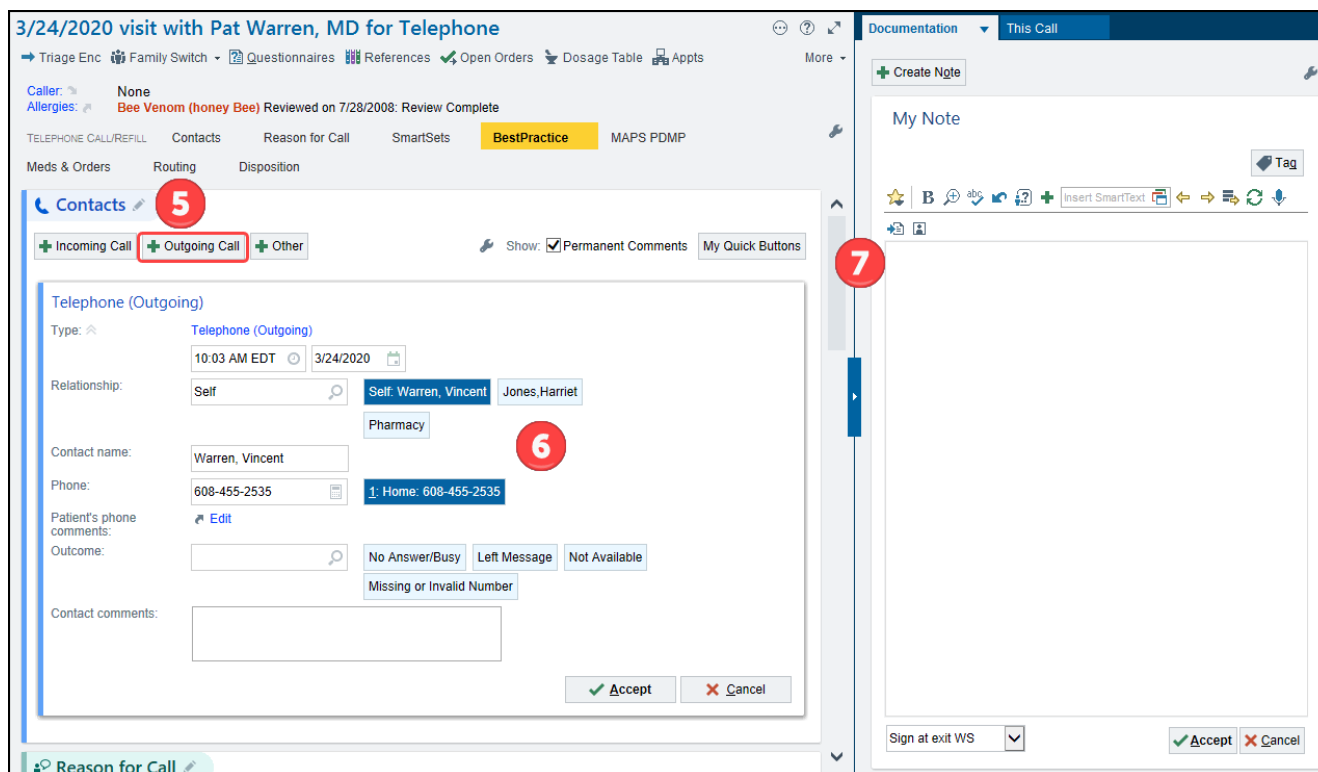
8. Click ✔**SIGN ENCOUNTER** in the lower right hand side of the screen.

<mark>IF YOU REACHED THE PATIENT</mark>

Complete the message and remove it from In Basket.

9. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.

IF YOU DID NOT REACH THE PATIENT

Leave the message in In Basket and click the ⊞ icon to return the message to the pool. The patient will receive a call once per day for 3 days, repeating the steps above. If the patient does not answer after 3 calls, send a letter.

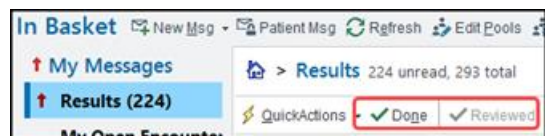10. Back in **In Basket**, click the ▣ **Comment** button.

11. Enter a comment about the call, including the date and the number of times the patient has been contacted. For example, "Left message 3/25 #1"

    a. This allows you to see how many times the patient has been contacted. If you are calling a patient who already has a comment, update the date and the number of calls (for example, if the patient already has a comment of "Left message 3/25 #1" and you are calling the next day, you would update the comment to "Left message 3/26 #2")

Send a Letter

12. If the patient has not answered by the third call, click the ▣ **Letter** button in In Basket to send a letter.

13. Click **PCP** to add the patient's PCP as the provider, and then click **Accept**.

    a. If the patient does not have a PCP, type "generic ex" in the **Provider** field and press Enter (this will pull in "GENERIC EXTERNAL DATA PROVIDER").

14. The **Communications** window opens. Click **Print for Patient**.

15. Click **Other** to look up the appropriate letter template. In the Letter Template Lookup window, search for the "**COVID 19 NEGATIVE RESULTS**" letter template.

16. Click **Accept** with the **COVID 19 NEGATIVE RESULTS** letter selected.

17. At the bottom left, click **Route Draft**. A search bar appears next to the **Route Draft** button. Enter "**P HFHS COVID-19 RESULTS LETTER TO PATIENTS**"

18. Click ▣ **Route Now**.

19. Click ✔ **Sign Encounter** in the lower right hand corner.

20. Back in **In Basket**, click ✔ **Reviewed** and then ✔ **Done** to remove the message from the pool.

Addendum

SmartPhrases / Verbiage for Calls

POSITIVE RESULTS

Phone Script for Positive Results

VOICEMAIL

Hello, this is _____ from Henry Ford Health System. We are calling about your recent test results. We will continue to try contacting you. If unable to reach you, we will send you a letter with your results. Please contact your PCP with questions.

POSITIVE RESULTS

Some patients may become emotional when learning of their results. Please be prepared for varying levels of sadness, anger and frustration. Give them time to ask questions and refer them to their PCP, nurse hotline (313-874-1055) or FAQs as needed.

Hello, is this _____ _____? This is _____ from Henry Ford Health System. Can you please confirm your birthday? *(This constitutes 2 patient identifiers)*

Are you a Henry Ford Hospital System Employee?

You were tested for COVID-19 (Corona Virus) on ___/___. The result of your test is POSITIVE. We'd like to give you some information and give you the opportunity to ask questions.

Do you know your primary care provider?

- If YES: Do you know their phone number? *(Provide if necessary)*
- If NO: We recommend you establish a primary care provider. You can make an appointment through the Henry Ford Website or call 800-436-7936 (south east Michigan) or 888-862-3627 (south central Michigan)

Most people can recover safely at home, but you may feel ill for over a week. We recommend drinking plenty of fluids, getting plenty of rest and taking tylenol for fever as directed on the label. If you begin to have shortness of breath or worsening symptoms that you cannot manage at home, please first call your primary care provider. If you are not able to reach your primary care provider or you feel that it is an emergency, come back to the Emergency Department.

You should continue to stay at home for at least two weeks, even if your symptoms have improved. Avoid contact with others, particularly elderly or chronically ill people. Any individuals you have been in contact with since you felt ill should also avoid leaving their home for two weeks. Continue to wash your hands regularly and keep at least 6 feet from others. . If you must go out, wear a mask.

If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have tested positive for COVID-19.

If a Henry Ford Health System Employee: Please contact Employee Health now for further instructions about returning to work. You can email them at EHS@hfhs.org or call 313-916-4820.

If you have any additional questions, please call the Nurse Triage Hotline-COVID Advice Line at 313-874-1055, available Monday through Friday 8a-5p.

Thank you for your time.

If patient has questions about work letters: Please provide us a fax number or address for your employer. We will send a communication as soon as possible. We are sorry that the letter you received in the ED was not sufficient.

SmartPhrase: Positive results documentation in Epic (.COVPOS)

Patient notified via telephone re: POSITIVE results of COVID-19 test performed on (specimen date) _____. Advised to seek medical care if worsening symptoms and to continue self-quarantine for 2 weeks. Advised to continue preventative measure per CDC guidelines (social distancing, frequent handwashing, stay at home if you are sick except to get medical care. **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow. **Clean and disinfect frequently touched surfaces daily, such as** tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Call your doctor if you have further questions or become sick. COVID Hotline telephone number (313-874-1055) given to patient. Patient verbalized understanding of instructions.

Patient has MyChart

SmartPhrase: Results pending after 2 days MyChart message (.COVPEND)

You were recently tested for the COVID-19 (Corona Virus) and your results are not yet available. Some results are taking longer than expected due to the overwhelming demand causes by the corona virus outbreak. Henry Ford Health System is working diligently to ensure that you are notified as soon as possible when your results are available. Please continue following the instructions given to you at the time of your testing and call your primary care physician if you have questions.

Additional information and resources may be found at these websites:

https://www.henryford.com

https://www.cdc.gov/

SmartPhrase: Negative result MyChart message (.COVNEG)

The results of your COVID-19 (Corona Virus) test is NEGATIVE, which means no evidence of the COVID-19 virus was detected. No test is perfect, and it is possible to have a negative test even if you actually have the virus. Please visit the Henry Ford or CDC website for more information. Call your primary care provider if you have questions or if you have developed additional or worsening symptoms.

https://www.henryford.com

https://www.cdc.gov/

Patient does NOT have MyChart

Results pending after 2 days – Phone Call Script

You were recently tested for the COVID-19 (Corona Virus) and your results are not yet available. Some results are taking longer than expected due to the overwhelming demand causes by the corona virus outbreak. Henry Ford Health System is working diligently to ensure that you are notified as soon as possible when your results are available. Please continue following the instructions given to you at the time of your testing and call your primary care physician if you have questions.

SmartPhrase: Results pending after 2 days: documentation in Epic (.COVPENDPHONE)

Patient notified via telephone re: COVID-19 test performed on (specimen date) _____is pending. Advised to continue with medical advice provided at the time of testing. Patient verbalized understanding.

Negative Results – Phone Call Script

The results of your COVID-19 (Corona Virus) test is NEGATIVE, which means no evidence of the COVID-19 virus was detected. No test is perfect, and it is possible to have a negative test even if you actually have the virus. Please visit the Henry Ford or CDC website for more information. Call your primary care provider if you have questions or if you have developed additional or worsening symptoms.

SmartPhrase: Negative result: documentation in Epic (.COVNEGPHONE)

Patient notified via telephone re: negative results of COVID-19 test performed on (specimen date) _____.
Advised to continue preventative measure per CDC guidelines (social distancing, frequent handwashing, stay at home if you are sick except to get medical care. **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow. **Clean and disinfect frequently touched surfaces daily, such as** tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

Call your doctor if you have further questions or become sick. COVID Hotline telephone number (313-874-1055) given to patient. Patient verbalized understanding of instructions.

In Basket Pools

If you do not have the appropriate In Basket Pool(s) associated with your user record, you can edit this information directly in Hyperspace. Once the In Basket Pool is assigned to your user record, you will be able to check in and out of this pool via the In Basket activity.

Try It Out

1. Associate the appropriate pool(s) with your user record. Log into Epic and click on the **Epic** button in the top left corner of the screen. Select **Tools**, then **Patient Care Tools,** then **In Basket Class.**
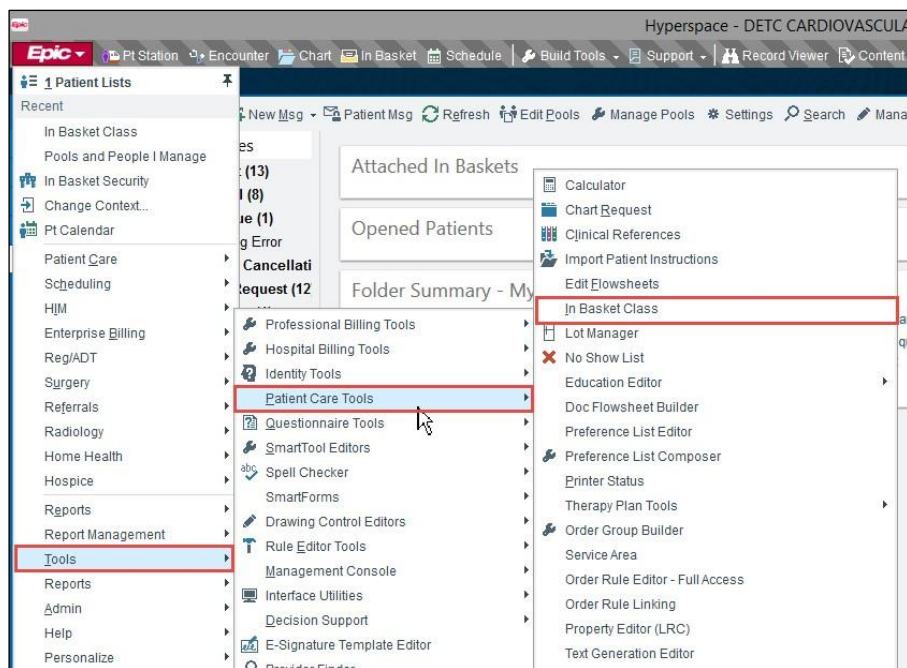
2. Once on the In Basket Class workbench, you can search for the In Basket pool that you would like to associate with your user record.

Note: The following pools should be added:
- HFH SCREENING CLINIC RESULTS
- HF ED HFH PROVIDERS POOL
- HF ED COT PROVIDERS POOL
- HF ED FRL PROVIDERS POOL
- HF ED ST HGTS PROVIDERS POOL
- HF ED WBH PROVIDERS POOL
- HF ED WYN CHARGE RN POOL
- HF ED BRN CHARGE RN POOL
- HF ED HFMH RESIDENTS POOL
- HF ED AH PROVIDER POOL

To remove a pool, simply delete it from the Class Membership list. This will not delete the pool from the system – only from your user record.

3. Sign yourself in and out of these pools by checking and unchecking the boxes on the right of the pool name.

4. You may also check yourself in and out of in basket pools directly from your In Basket using **Edit Pools**. Check the box next to each pool that you wish to be included in and then click **Accept.** Use **Select All** or **Select None** to sign in/out of all pools at once.

5. You can also manage (add and remove) the users in your pools using **Manage Pools** and selecting which pool you wish to manage. Select the **Manage Pools** button at the top of your In Basket and then select the name of the In Basket pool that you wish to add users into (clicking the **Magnifying Glass** allows to pick from a list of pools that you manage).
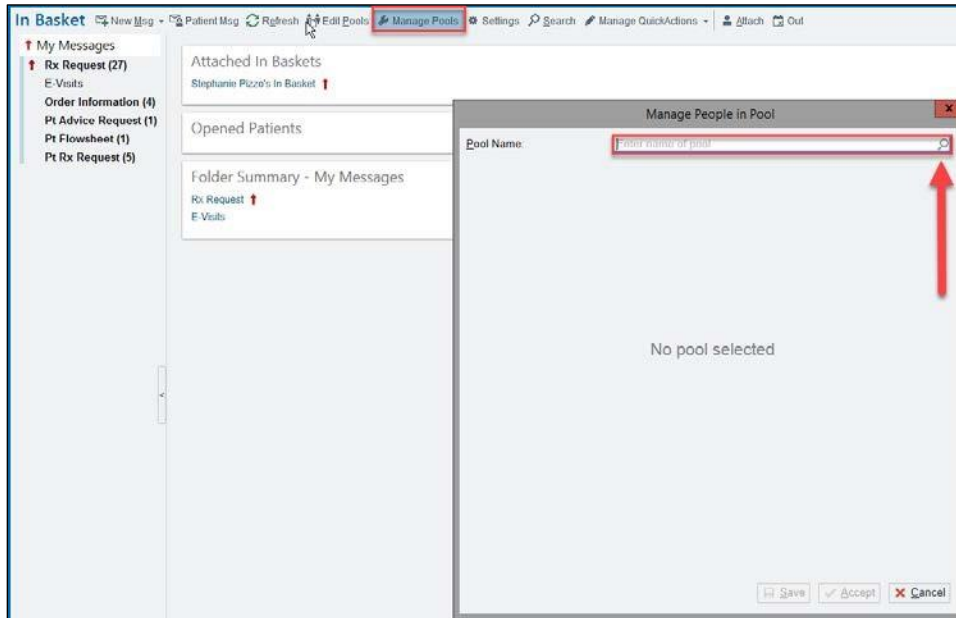
Here you can see who is currently signed into this pool which is indicated by the check mark in front of their name.

If a user listed is not signed into the pool, you can see the date of the last time they were signed into this pool indicated by the date on the right side of their name.
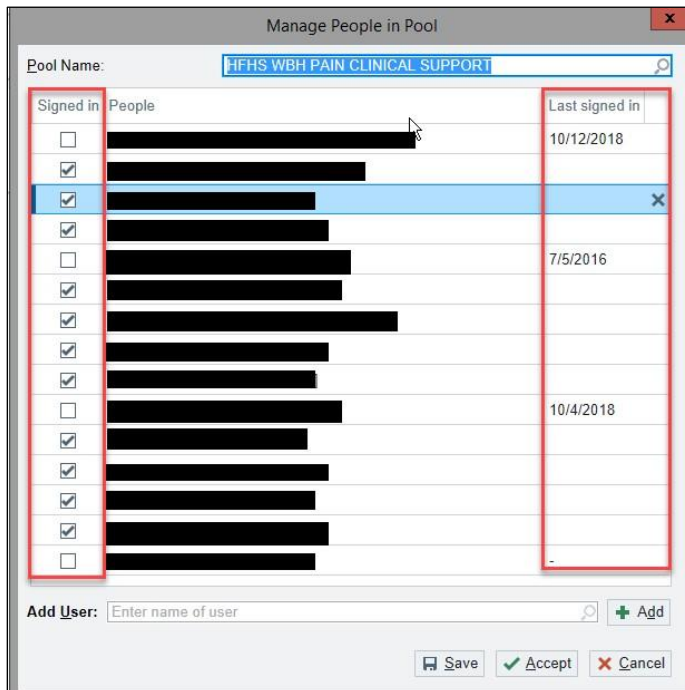
6. Add users to this pool by searching for them by name (last name, first name) then clicking **Add**.

7. Click **Save** to save any changes you have made.