



Calls to clinic

Calls to Hotline

COVID-19 related?

Call answered by RN

Follow clinic workflow

Patient chart exists?

Create chart

Caller has active symptoms?

Provide education or resources

Caller willing to complete survey?

Event Concluded

Transfer to Research Coordinator

Patient has Pediatric Department provider?

Warm transfer to Pediatric provider clinic

Symptom triage see figure 2

Caller has OHSU PCP?

Offer mobile testing if applicable. Warm transfer to PCP clinic to schedule.

Caller has non-OHSU PCP?

Record PCP, advise caller to seek care with PCP, offer mobile testing.

Patient agrees with plan?

Provide education/resources

Does not have PCP, does not want to be seen at OHSU

Caller willing to complete survey?

Event Concluded

Caller has insurance?

Caller willing to complete survey?

Transfer to Research Coordinator

Event Concluded

Refer to mobile testing site if applicable. Warm transfer to clinic for scheduling

Warm transfer to federally qualified health center. Offer mobile testing site as an option for testing if applicable

