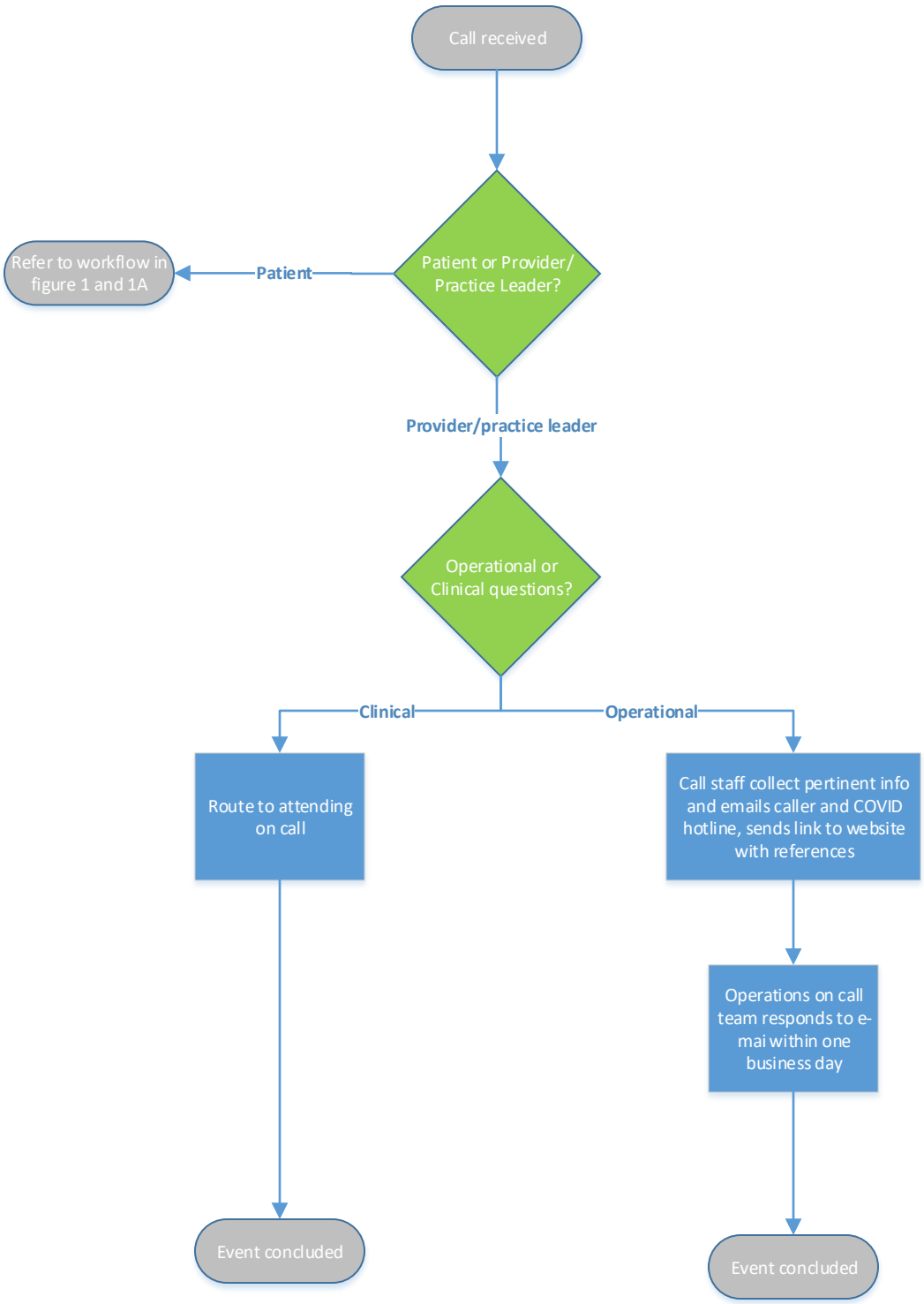
Call received
Patient or Provider/ Practice Leader?
Patient
Refer to workflow in figure 1 and 1A
Provider/practice leader
Operational or Clinical questions?
Clinical
Operational
Route to attending on call
Call staff collect pertinent info and emails caller and COVID hotline, sends link to website with references
Operations on call team responds to e-mai within one business day
Event concluded
Event concluded