

**Church Health’s COVID-19 Workflows**

*The following are Church Health-specific workflows and processes that have been created and adapted in response to our organization’s navigation of the COVID-19 pandemic. While these process maps are specific to Church Health, we hope that they help inform the processes and structures of other health clinics in their unique responses to COVID-19.*

Table of Contents:

1. **Workforce Management Workflows and Decision Trees**

**Employees with Symptoms Decision Tree**

**Employees with Household Contact to person with COVID Symptoms Workflow**

**Employees with Exposure to COVID-19 Positive Person Scenarios**

**Symptomatic Employee HR Reporting Document**

**Employee Symptom Self-Monitoring Sheet**

**COVID-19 Screening Stations Upon Presentation at Clinic – Pts and Workforce**

1. **Testing**
	1. **Testing Patients for COVID-19 in Clinic Complete Workflow**
	2. **Provider Workflow – Testing to Notifying Pt of Positive Result**
	3. **MA Lab Workflow – Notifying Pt of Negative Result**
	4. **Exam Room Cleaning Checklist**
	5. **COVID-19 Lab Specimen Log**
	6. **Case-Contact Documentation Sheet**
	7. **Car-based Testing Workflow**
	8. **Car-based Testing Process Map**
2. **Telehealth**
	1. **Telehealth Workflow**
	2. **Decision Tree for Patient Appointments**
	3. **Video Recording: Telehealth Services Presentation to Providers**
	4. **Video Recording: 2-minute Example Telehealth Visit**
3. **Patient Education Packet**
	1. **SCHD Provided Patient Education Packet – for reference**
4. **Pre-Test/Post-Test Processes**
	1. **Pre-Test : Screening Patients for Testing Need**
		1. **Shelby County Safety Net Patient Screening Protocol**
		2. **Respiratory Phone Calls – Scheduling Guide**
		3. **COVID-19 Screening Stations Upon Presentation at Clinic – Pts and Workforce**
	2. **Post-Test: Surveillance**
		1. **Patient Surveillance Workflow Patient Life Cycle**
		2. **Surveillance Call Question Checklist**