

- Staff calls patients from the following lists:
  - IHP
  - CCM
  - Medicare ACO
  - Medicare-other
- Review/call any patients on the clinic's upcoming schedule for the week based on the provider's discretion.
- Follow-up/call patients who may have recently had a visit canceled or a no show.

**CC Scripted Questions:**

**Opening Statement:** Hello, I'm calling from Dr. (X) office. We are wanting to check in on our patients during this COVID pandemic to see how they are doing and help in any way we can. Dr. (X) has suggested a few questions for me to go through with you to get a better sense of how your health is doing. Is now a good time to talk or can you suggest a better time?

**Questions to ask then follow workflow to left accordingly:**

Q1: Have you had a new cough, fever (100.4F+) or shortness of breath within the last 14 days?  
 Q2: Have you been exposed to anyone who has tested positive for COVID-19?  
 Q3: Have you been seen by your primary care provider within the last 4 months?

Part A: \*See separate document for scripted disease specific questions for Anxiety, Depression, Hypertension, Diabetes, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), or Asthma  
 Part B: Social Determinants of Health (SDOH) Screening questions - see separate scripted document

Q4: Is there anything you would like to talk to the doctor about, health concerns? I'm happy to set up a virtual visit or telephone call so that you can talk about that with the doctor.  
 Medicare (Caller consider when last Annual Wellness Visit): "Have you had an AWW in past year? (this could be something the CC looks for before starting the call, too) If not, let's get that set up while I have you on the phone. We can do that by phone or virtual visit with video chat. "Caller - Schedule a AWW during the call.  
 Q5: Based on your results from our screening questions today, Dr. (Patient's Provider) would like us to schedule a virtual vi sit with you to discuss the results in more detail. If ok with you, let's get you scheduled."

**Wrap-up:** "Thank you so much for your time, please keep washing your hands and let us know if anything changes or any questions come up." **CALLER: Make sure to document in the EMR and send to a primary care provider who can respond within 24 hours.**

