

Stay "In The Know"

COVID-19: Guidelines for Patient Interaction by Telephone

NSUH Guidelines for Patient Interactions by Telephone during the COVID-19 Crisis



As we deal with the continuously evolving COVID-19 crisis, it is imperative that we continue to innovate new ways to care for our patients while protecting our healthcare teams. Clinical care requires both excellent history taking followed by thorough physical assessment. Telemedicine is growing in utilization across the country over the past several years and with excellent outcomes and experiences.

In order to minimize the time that healthcare workers are in direct contact with patients, you now have the option to utilize a hybrid approach to clinical care with patient interviews being conducted via telephone. Physical assessments will follow at the patient's bedside.

Please follow the attached process to ensure a smooth experience for all:

- Please call the hospital operator on a dedicated phone line by dialing **(516) 562-HELP (4357)**.
- Let the operator know the patient's name and MRN you wish to speak with.
- Indicate to the operator if a translator is needed based upon the patients preferred language and the language line will be connected as requested. Please document the translator ID number.
- The operator will call the patient and introduce the clinician to the patient. For example, "Hello, I hope you are doing well. We have Dr. Blank on the line to speak with you. Please hold."
- Explain to the patient the rationale for the telephone interview.
- Conduct your interview as usual via phone and advise the patient that you will be in shortly to examine them.
- Complete your physical exam utilizing the appropriate PPE for the patient's isolation status.
- Informed consent for procedures done via telephone must be witnessed by an appropriate third party and utilize the telephone consent portion of the document.
- If the patient is in the ED and has no bedside phone, please call the patient's cell phone.