

Patient facing phrases

COVIDPREGNANCYFAQ	Patient-facing FAQ about COVID in pregnancy. Can also be used as a phone script for questions
COVIDHOMECARE	Brief advice for AVS which includes healthwise cough advice for both children and adults – use for patients with viral symptoms who do NOT meet criteria for testing for COVID
COVIDQUARANTINE	Information on home quarantine instructions for KP employees OR KP members
COVIDSURGERYINFO	Instructs patients to bring only 1 family member with them when presenting for surgery
COVIDCHILDFAQ <i>*New 3/16/20</i>	FAQ for pediatric patient COVID-19 information.
COVIDAPPTCONVERSION	For use in sending a secure message to patient if converting visit from in-person to virtual.
COVIDCONFIRMEDSUSPECTED	Instructions for what to do with positive COVID-19 result.
COVIDDRIVEUPAFTERTESTINSTRUCTIONSPI	After test instructions for COVID-19 car testing patients.
COVIDDRIVEUPTESTINGDIRECTIONSPI	Drive up COVID-19 testing appointment information for patients.
COVIDPATIENTFAQADULTS WITHCHRONICDISEASE <i>*New 3/18/20</i>	FAQ for Geriatric Patients and Adults with Chronic Diseases
COVIDOUTREACHSENIORS	Outreach information to help senior patients stay healthy.

Clinical decision making and documentation tools

COVIDINCLINICPARDISPOSITION	Point of care tool with embedded face-to-face triage note
COVIDDRIVEUPTESTINGMANOTE	MA note to document that the car testing protocols were followed
COVIDCLINICPROGRESSNOTE	Documentation of patient visit with COVID-19-relevant medical information.
COVIDPHONEPROGRESSNOTE	Phone visit progress note template
COVIDPROVIDERQUICKCAREGUIDE <i>*New 3/17/20</i>	Provider one-page guide to patients with respiratory symptoms
COVIDOUTREACHMEDICARE <i>*New 3/20/20</i>	Documentation of clinician phone outreach discussion with Medicare patients.

Patient Letter Requests

COVIDRETURNTOWORK	Letter authorizing patient to return to work
COVIDTRAVELEXCUSE	Letter patient request not to travel
COVIDLETTERWORKERHIGHRISK	Letter to excuse patient from work
COVIDLETTERNOSYMPTOMSFORTRAVEL	Letter for patients who plan to travel and want a letter saying they do not have symptoms of COVID
COVIDILLNESSLETTER	COVID-specific work excuse note for patients who have not been tested but have a respiratory illness – OK to use even without face-to-face visit

COVIDANDPREGNANCYFAQ:

2019 Novel Coronavirus (COVID-19) and pregnancy: Answers to frequently asked questions

I'm pregnant and work with the public. How can I protect myself?

We are still learning about the 2019 novel coronavirus, also known as COVID-19, and how it affects pregnant women. However, we recommend that pregnant women use the same precautions as the general public. Wash your hands often, avoid hand contact as much as possible (for example, don't shake hands,) wear gloves if handling money, and limit touching your face.

Should I wear a face mask?

Wearing a surgical mask is probably not effective or helpful for reducing your exposure to the virus. We currently don't recommend wearing a face mask unless you are already infected with the virus. Wearing a face mask if you are infected will help protect the spread of the virus to others.

(SmartPhrase continues to provide additional information)

COVIDHOMECARE:

What to do if you have confirmed or suspected coronavirus disease (COVID-19)

If you are sick and have been diagnosed with COVID-19 or suspected to have COVID-19 because you have been exposed to someone with COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Symptoms of COVID-19

The most common symptoms of COVID-19 are fever, cough and shortness of breath. If you have been exposed to someone with laboratory confirmed COVID-19 and are experiencing fever with either cough or shortness of breath, you might have COVID-19. You can contact your doctor to see if you need to be tested. If you have tested positive for COVID-19 or are suspected to have COVID-19 but are not tested, you should follow the below instructions.

(SmartPhrase continues to provide additional information)

COVIDQUARANTINE:

- 2 Text Options:
 - Patient:TXT,36639
 - KP Employee:TXT,36638

If you are in home quarantine due to exposure to COVID-19 and you currently do not have symptoms, please do the following for 14 days from the time of exposure:

- Stay at home, away from any high-risk populations including people over 60 years, pregnant women, and people with chronic medical conditions such as asthma, COPD, diabetes, and cancer.
- Do not travel or leave your home.
- Other members of your household may participate in normal activities
- Take your temperature with an oral thermometer twice a day
- If you develop a fever above 100.4, a cough, or any other symptoms of illness, call the KP consulting nurse line to report your fever, and be sure to tell them that you have a known exposure and are being quarantined.
- If your employer, employee health, or public health department has given you additional instructions about reporting symptoms, please be sure to follow those instructions as well
- If you develop severe symptoms including fever >101, severe cough, or shortness of breath, go to your nearest emergency room to be evaluated.

After 14 full days of home quarantine without symptoms, call your KP Care team by dialing your clinic line and selecting option 4, or send a secure message to your physician to get final clearance before returning to work. Again, if you have been given specific instructions by your employer or public health, be sure to follow that guidance.

(SmartPhrase provides slightly different information if KP Employee TXT is selected)

COVIDSURGERYINFO:

Kaiser Permanente is dedicated to your health and the health of our communities. You have an upcoming surgery at Kaiser Permanente. As a measure to limit community spread of COVID-19 or coronavirus, we are asking that surgical patients have only one person come with them the day of surgery. This will help limit the number of people in our medical facilities.

COVIDCHILDFAQ:

COVID-19 and Children - FAQs

Q: What are the symptoms of COVID-19 in kids?

A: Symptoms in children are similar to symptoms in adults, but tend to be milder. Symptoms are very similar to the flu. Fever and cough are common. Some kids may have a runny or stuffy nose, sore throat, vomiting or diarrhea.

Q: Are infants and young children at high risk for getting very sick or dying from COVID-19?

A: No, unlike with influenza, infants and children are at much lower risk of getting seriously ill with COVID-19 than adults. Worldwide, including in areas with many thousands of cases, there have been almost no reported deaths in children or teens. Only a handful of children worldwide have required ICU-level care.

(SmartPhrase continues to provide additional information)

COVIDAPPTCONVERSION:

Kaiser Permanente is dedicated to your health and the health of our communities. We are working to limit the exposure of our patients to COVID-19 or coronavirus. One of the measures we are taking is to change office visits to phone visits where your provider calls you at the appointed time rather than you being seen in the clinic. You have an upcoming office visit at Kaiser Permanente. We have changed your appointment to a phone visit. Please expect your provider to call you within 20 minutes of your appointment time.

COVIDCONFIRMEDSUSPECTED:

What to do if you have confirmed or suspected coronavirus disease (COVID-19)

If you are sick and have been diagnosed with COVID-19 or suspected to have COVID-19 because you have been exposed to someone with COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Symptoms of COVID-19

The most common symptoms of COVID-19 are fever, cough and shortness of breath. If you have been exposed to someone with laboratory confirmed COVID-19 and are experiencing fever with either cough or shortness of breath, you might have COVID-19. You can contact your doctor to see if you need to be tested. If you have tested positive for COVID-19 or are suspected to have COVID-19 but are not tested, you should follow the below instructions.

(SmartPhrase continues to provide additional information)

COVIDDRIVEUPAFTERTESTINSTRUCTIONSPI:

Thank you for coming to the drive through testing site today. Your sample will be sent to the lab and we expect we will receive and be able to share the results in 3 days.

Until your results are complete, please stay in isolation until you receive information from KP Nurse team that you may resume normal activities.

ISOLATION INSTRUCTIONS

- Stay away from high-risk people, such as those over 60, pregnant women, and people with chronic medical conditions such as asthma, COPD, diabetes, cancer, or those on immunosuppressive therapies.
- Do not travel or leave your home (even if you are wearing a mask).
- Other members of your household may participate in normal activities however they should be diligent about handwashing and hygiene.
- Take your temperature with an oral thermometer twice a day.

When to call Consulting Nurse Service

Please call 1-800-297-6877 if your symptoms get worse or you have questions about next steps in care.

Symptoms to call about:

- Fever greater than 101.5 F
- Severe cough, or

- Shortness of breath.

COVIDDRIVEUPTESTINGDIRECTIONSPI:

COVID-19 Testing

We would like you to undergo testing for the COVID-19 virus. When we do this, we will also test for influenza virus. Our testing is being conducted outside some of our medical office buildings in drive up clinics and the closest site to your home is the {COVIDCARSITES:25737}.

Addresses are noted below.

Your appointment information

Hours of operations: Monday - Friday, 9 a.m. to 4 p.m.

Date of test: ***

Expected arrival time: {COVIDCARTIMESLOTS:25741}

Please only bring with you other people if they have already been exposed to you or you are unable to drive yourself.

COVIDPATIENTFAQADULTSWITHCHRONICDISEASE

FAQ for Geriatric Patients and Adults with Chronic Diseases

Am I at higher risk for COVID-19?

Early information out of China, where COVID-19 started, shows that the following groups are at higher risk of getting very sick from this illness:

- Older adults, over the age of 60 years old (potentially even if no medical illnesses)
- People younger than 60 years old who have serious chronic medical conditions like:
 - Heart disease, Diabetes, Lung disease, Cancer, Renal disease and Immunosuppression

How can I help protect myself from COVID-19?

- Since we have COVID-19 in our community in Washington, we recommend isolating and staying at home as much as possible
- Only go out in public if it is essential
- Maintain distance of ~ 6 ft and wash or sanitize your hands often when you are outside of your home
- Avoid any non-essential travel
- Consider converting non-essential medical appointments to phone or video visits
- Children can be asymptomatic carries of the virus so consider limiting interaction with them if you are high risk for severe illness

What are the symptoms of COVID-19 in older adults or those with underlying disease?

- Same as other populations: cough, fever, shortness of breath (SOB), malaise, myalgia, fatigue, URI symptoms
- Fever is not a reliable symptom to differentiate illness type or severity. Fever may be absent, not as pronounced, or a lower than normal temp.
- Older adults (especially those > 85 years old) can have severe infections without an elevated temperature
- It may be difficult to assess or distinguish symptoms of COVID-19 from symptoms of co-existing chronic conditions (COPD, CHF, etc.) in this groups

(SmartPhrase continues and provides additional information)

COVIDOUTREACHSENIORS:

Take actions to reduce your risk of getting sick

If you are at higher risk for serious illness from COVID-19 because of your age or because you have a serious long-term health problem, it is extra important for you to take actions to reduce your risk of getting sick with the disease. **Wash your hands often** with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing, or having been in a public place. **Stay home** as much as possible to further reduce your risk of being exposed.

Have a plan for staying in

As we prepare for an increased emphasis on staying home and social distancing to slow the spread of COVID-19 in our community, we know that the reality of staying in has its own challenges, like getting the food and supplies you need or experiencing loneliness and fear.

Be sure you have the prescriptions, over-the-counter medicines, and medical supplies that you need. Whenever possible, please fill your prescriptions through our mail-order service. You can avoid standing in line at the pharmacy, and depending on your plan and prescription, you may get 3 months' supply for the price of 2 months. [Sign up](#) and receive your medications in about 3 to 5 business days.

- For urgently needed prescriptions, in most areas of Puget Sound and Spokane we offer same-day home delivery of many prescriptions. [Log in](#) for more information on home delivery.

Have enough household items and groceries on hand so that you will be prepared to stay at home for an extended period. Consider ways of getting food brought to your house through family, social, or commercial networks.

(SmartPhrase continues to provide additional information)

COVIDINCLINICPARDISPOSITION:

Disposition of patients based on the following: {COVID 19 symptoms (Triage Instruct. 2):25746}

PAR Note

Upon check-in the patient reported the following symptoms:
{COVID 19 symptoms upon check-in - PAR Note:25749}
I confirmed the best contact number for this patient: {YES NO:17553}.
Provider to contact patient at: {enter phone number}

COVIDDRIVEUPTESTINGMANOTE:

Testing Location: {location:25729}

- Two forms of patient identification were checked with {PTIDENTIFICATION:25733} and verified on the labels.
- Specimens were labeled with time, date and sample location
- Specimens obtained: {COVID Car Specimen:25739}
- The following PPE was worn: {PPEworn:25734}

COVIDCLINICPROGRESSNOTE

Patient {WAS/WAS NOT:9033} masked during visit and provider {WAS/WAS NOT:9033} using droplet precautions.

SUBJECTIVE

@NAME@ is a @AGE@ @SEX@ and presents with {:25750}.

Symptoms present for *** days. Over this time symptoms have {:25751}. Home care tried includes ***.

{add any other relevant historical information here}

The patient {DOES/ DOES NOT:26942} have a known history of exposure to a COVID-19 positive patient.

Risk Stratification:

1. The patient {DOES/ DOES NOT:26942} take medications that impair their immune system.
2. The patient {DOES/ DOES NOT:26942} have a chronic illness that may put them at higher risk for complications. The patient has {:25752}.
3. The patient {DOES/ DOES NOT:26942} reside in a long term care facility or require hemodialysis.
4. The patient {IS/IS NOT:9024} a health care worker.

Other members who reside in the same home as this patient are: ***

(Continues with additional documentation fields)

COVIDPHONEPROGRESSNOTE:

COVID-19 Phone Visit Progress Note

SUBJECTIVE

@NAME@ is a @AGE@ @SEX@ and presents with {:25750}.

Symptoms present for *** days. Over this time symptoms have {:25751}. Home care tried includes ***.

{add any other relevant historical information here}

The patient {DOES/ DOES NOT:26942} have a known history of exposure to a COVID-19 positive patient.

Risk Stratification:

1. The patient {DOES/ DOES NOT:26942} take medications that impair their immune system.
 2. The patient {DOES/ DOES NOT:26942} have a chronic illness that may put them at higher risk for complications. The patient has {:25752}.
 3. The patient {DOES/ DOES NOT:26942} reside in a long term care facility or require hemodialysis.
 4. The patient {IS/IS NOT:9024} a health care worker.
- Other members who reside in the same home as this patient are: ***

COVIDPROVIDERQUICKCAREGUIDE:

Provider One-Page Guide to Patients with Respiratory Symptoms

Droplet Precautions:	Patient: face mask. Provider: mask, face shield or goggles, gloves. Good hand washing.
Clarify History:	<ul style="list-style-type: none"> • Symptoms: fever, cough, congestion, sore throat, SOB, other-onset, duration, severity.
Risk Stratification:	<ul style="list-style-type: none"> • Do you take any medications that affect your immune system-steroids, biologics, chemotherapy? • Do you have chronic illness that may affect your immune system? Active cancer, lung disease, heart disease, renal disease/dialysis, diabetes? • Do you live in a setting that puts others at risk? Family unit history, long term care, hemodialysis patient. • Are you a health care worker? <ul style="list-style-type: none"> ○ If yes, and KPWA employee, refer to CNS. ○ If yes, non-KPWA employee, determine time/data of exposure, patient status (positive for C19?), was pt wearing mask, was provider doing droplet precautions?
Assess if symptoms are mild, moderate, severe	<ul style="list-style-type: none"> • Vitals (BP, HR, O2, RR), Physical exam • If lung exam is abnormal, consider chest x-ray.
Differential Diagnosis:	<ul style="list-style-type: none"> • Are there alternative causes for symptoms evaluated based upon history? Sinusitis, asthma, COPD.
Who to test for COVID-19?	High Risk Population: <ul style="list-style-type: none"> • Hospitalized w/respiratory symptoms • SNF Residents • Health Care Workers • Public Safety Workers • High risk contact w/COVID positive cases • Homeless patients • Special Populations <ul style="list-style-type: none"> ○ Adults over the age of 60 ○ Chronic lung disease ○ Severe cardiac diseases ○ Pregnancy ○ Hemodialysis ○ Immunocompromised:

	<ul style="list-style-type: none">▪ Advanced HIV (CD4<200)▪ Cancer therapy▪ Transplant <ul style="list-style-type: none">• High Risk Contact is defined as: Within approximately 6 feet of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or having direct contact with infectious secretions of a COVID-19 case.
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COVIDOUTREACHMEDICARE:

COVID Medicare Outreach Encounter

I spoke with @NAME@ for a care call as they are at high risk for COVID-19 related complications based upon their medical diagnoses.

The patient {ACCEPTED/DECLINED:17451} my call.

@FNAME@ {DOES/ DOES NOT:26942} have current symptoms of {COVID symptoms:24714}.

Due to the presence of symptoms, the patient was transferred to an RN for additional triage.

@FNAME@ lives alone {YES NO:17553}

If no, others in their home include: ***

The patient {DOES/ DOES NOT:26942} have adequate days' supply of regular medications.

If no, I informed them of how to obtain their medications via {Pharmacy options:24738}.

(SmartPhrase continues to document additional information)

COVIDRETURNTOWORK:

@NAME@, a @AGE@ @SEX@, is my patient. Based on review of their current symptoms and current recommendations from the CDC, Washington State Health Department they are safe to return to work.

COVIDTRAVELEXCUSE:

@NAME@, a @AGE@ @SEX@, is my patient. Based on current guidelines from the CDC and Washington State Department of Health they are recommended to remain at home to avoid exposure to COVID-19. These regulations require such patients to cancel all travel plans.

COVIDLETTERWORKERHIGH RISK:

@NAME@, a @AGE@ @SEX@, is my patient. They have a chronic condition which puts them at increased risk of complications should they develop infection from COVID-19.

COVIDLETTERNOSYMPTOMSFORTRAVEL:

@NAME@ is a @AGE@ @SEX@ who is my patient. As of the date of this letter, this patient does not report symptoms consistent with infection of a communicable disease, including COVID-19.

COVIDILLNESSLETTER:

COVID-19 Smart Phrases



@NAME@ currently has a respiratory illness. Due to the state of emergency declared by the Washington State, patients with symptoms of a respiratory illness are advised to stay home to help control spread of Covid-19. Please excuse @HIS@ absence, this was advised so @HE@ will get well as soon as possible and to help prevent spread of disease.