PCSL COVID19 SmartPhrases

Impacted User: Ambulatory Providers

COVID19 Results SmartPhrases

- Negative Result - .pcslcovidnegativeresultsnotification
- Positive Result, telemedicine - .pcslcovidpositiveresultsnotificationtelemedicinevisit
- Positive Result, telephone - .pcslcovidpositiveresultsnotification

COVID19 Letter Smarttexts

Results

- Positive Patient Notification Letter - .pcslcovidpositiveletter
- Negative Patient Notification Letter - .pcslcovidnegativeletter
- Indeterminate Patient Notification Letter - .pcslcovidindeterminateresultsletter
- Positive Patient Notification Letter Spanish - .pcslcovidpositiveletterspanish
- Negative Patient Notification Letter Spanish - .pcslcovidnegativeletterspanish

Return to Work

- Positive RTW Letter - .pcslrtwcovidpositive
- Negative RTW Letter - .pcslrtwcovidnegative
- Indeterminate RTW Letter - .pcslrtwcovidindeterminate
- Positive RTW Letter Spanish - .pcslrtwcovidpositive
- Negative RTW Letter Spanish - .pcslrtwcovidnegative
Create speed buttons

- Tip Sheet - Create Speed Buttons for Progress Notes

COVID19 Results Smartphrase content

Negative Result - .pcslcovidnegativeresultsnotification

- Within the quickaction

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1 COVID neg--MPM
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Positive Result, telemedicine - .pcslcovidpositiveresultsnotificationtelemedicinevisit

See above with addition of telemedicine visit time documentation

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Telemedicine Visit Time Documentation:
This encounter was conducted via [Select type of telemedicine visit:114224] visit.
As part of this telemedicine visit, I spent *** minutes reviewing PennChart/Epic for all data/events occurring in the interval since the last visit.
I spent *** minutes directly communicating with the patient.
Therefore, the total duration for this telemedicine encounter was *** minutes.
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Process: System Smartphrase for telemedicine visit and telephone call
COVID19 Positive Virus Test Result Notification

Patient identifier: Lemon Zzztt (843000391)

INFORMING PATIENTS OF A Positive RESULT for COVID TESTING:114233a: "Reached patient and informed of Positive COVID-19 result."

The patient’s symptoms were reviewed and appropriate management and guidance on home isolation protocols was provided.

Triage Decision Making Clinical Disease Severity

Co-morbidities of concern: (COVID19 PCSL: Comorbidities of Concern 2100000300)

Based on the current criteria, the patient’s COVID-19 Risk stratification at time of call is: [COVID-19 Risk - Low Moderate High:114200] severity

High Severity - Needs to be seen in the next few hours or within the day (YES to any of the following – refer to ED)
- Chest pain
- Severe or moderate DOB - “Are you struggling to take each breath or having difficulty breathing because you are so short of breath?”
- Confusion - “patient difficult to arouse, or having ongoing, severe confusion”
- Cyanotic appearing - “blushed lips or face”
- Severe weakness or dizziness
- Trouble drinking fluids
- CHF + weight gain/leg swelling
- Fever & immunocompromised (active cancer [not previously treated group], organ or bone marrow transplant, autoimmune disorder, chronic steroids, HIV, etc.)
- Clinician judgement

Moderate Severity - Not severity III but needs an evaluation in the next 24-48 hours (YES to any of the following - schedule same day telemedicine visit)
- Any fever & 1+ co-morbidities (other than immunocompromised)
- Cough & 1+ co-morbidities
- Clinician judgement

Low Severity - Stay at home, self-care, self-management, can follow-up with primary care provider or usual care
- Fever and cough without co-morbidities
- Any other symptoms 1+ co-morbidities
- Clinician judgement

Social Needs Screening Questions: [COVID19 SNS Yes/No:2100000300] Yes

Infection status: Patient’s infection status to positive (YES/NO:105248)

Referrals:
- General, Pregnancy, or Oncology COVID Watch: Details of COVID Watch explained to patient.
- Refer to Penn Partners in Care (Care management and/or Outreach)
- Refer to Penn Med Home Health (Homebound services or nursing or therapy services)
- Refer to PIC (Behavioral health)
- Refer to practice-based counseling

Visit Diagnosis with Orders:
- There are no diagnoses linked to this encounter.

Guidance Reviewed with Lemon Zzztt:
- Do not leave your home except for medical care
- To the extent possible, separate yourself completely from your family or others in your home.
- You should quarantine at home until these three things have happened:
  - You have had NO fevers for at least 72 hours (that is three full days of no fever without the use medicine that reduces fever)
  - Other symptoms have improved (for example, when your cough or shortness of breath have improved)
  - At least 10 days have passed since your symptoms first appeared
- Family members should isolate for at least 14 days AFTER their last contact with you and your monitor for COVID symptoms for 14 days total AFTER their last contact with you. If your family member is a healthcare worker, they should discuss with their employer, who may offer different guidance for isolation.
- For healthcare providers returning to work, you must wear a face mask at all times and be restricted from caring for severely immunocompromised patients for 14 days after symptom onset, as well as adhere to strict hand and respiratory hygiene and monitor for symptoms.
- If you develop further SOB or fever, please call us or seek an urgent evaluation.
- The following resources are recommended for advice on isolation, decreasing spread of COVID-19, and clinical information:
  - Penn Medicine Coronavirus Hotline at 833-933-1350
- You should expect to receive a call from our Penn Medicine colleagues in the next few days regarding people you may have come into contact with. We hope you will be able to participate in this call, as it may help protect your friends and family from becoming ill, as well as help stop the spread of infection in our community.

Information on Clinical Trials related to COVID19 can be found at https://www.pennmedicine.org/coronavirus/covid-19-clinicaltrials
COVID19 Letter Smarttext content

Results

Positive Patient Notification Letter - .pcs\-covidpositiveletter

Date smartlink

Patient name smartlink
Patient address smartlink

Dear patient name smartlink,

We have attempted to reach you via your contact information listed in your chart and have been unsuccessful. We are writing to inform you that your recent test for the coronavirus, also known as SARS-CoV-2 or COVID-19 virus, was POSITIVE. This means you HAVE been infected with the COVID-19 virus.

If your symptoms are worse, or you have any questions about these results, please contact our office at practice number smartlink. We can also be reached for questions through our patient portal, MyPennMedicine.

If you are experiencing any of the following, please call 911 to be transported to your local ER:

- Chest pain
- Severe shortness of breath with difficulty speaking in full sentences
- Confusion
- Bluish discoloration of your lips or face
- Severe weakness or dizziness

Here are some general recommendations:

Do not leave your home except for medical care. To the extent possible, separate yourself completely from your family or others in your home. You should quarantine at home until these 3 things have happened:

1) You have had NO fevers for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)

AND

2) Other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND

3) At least 10 days have passed since your symptoms first appeared

Family members should isolate for at least 14 days AFTER their last contact with you and self-monitor for COVID symptoms 14 days total AFTER their last contact with you. If your family member is a healthcare worker, they should discuss with their employer who may offer different guidance for isolation.

Please see these resources for further advice on isolation, decreasing spread of the COVID-19 virus, and clinical information:


Thank you,

@m@
Negative Patient Notification Letter - pcslcovidnegativeletter

@TODAYDATE@

@NAME@
@POLSTADDRESS@

Dear @NAME@,

We have attempted to reach you via your contact information listed in your chart, and have been unsuccessful. We are writing to inform you that your recent test for the coronavirus (also known as SARS-CoV-2 or COVID-19) was NEGATIVE. This means that as of the time you had the test done, it is unlikely that you have COVID-19. However, this is not a perfect test, and sometimes people who have the coronavirus test negative (a false negative test result). Out of an abundance of caution, if you are having symptoms of cough or fever, you should still practice self-quarantining until 24 hours after your fever has resolved, you do not need a medication for your fever, and your other symptoms have improved.

Should your symptoms worsen, please contact our office at @PCPDEPTPHONE@. We can also be reached for questions through our patient portal, MyPennMedicine.

Here are some additional resources regarding the current COVID-19 or coronavirus outbreak:

- If there any questions about symptoms you may be experiencing, your options include:
  - Use our COVID-19 symptom checker at https://www.pennmedicine.org/coronavirus
  - Contact our office at @PCPDEPTPHONE@ or via our portal, MyPennMedicine.
- If you have general questions about COVID-19, please visit:
  1. www.pennmedicine.org/coronavirus
  2. www.cdc.gov/coronavirus

Thank you,

@ME@

Indeterminate Patient Notification Letter - pcslcovidindeterminateletter

@TODAYDATE@

@NAME@
@POLSTADDRESS@

Dear @NAME@,

We have attempted to reach you using the contact information in your medical chart and we have been unsuccessful. We apologize, but it appears that the COVID test which was recently obtained could not be completed because the specimen was INDETERMINATE or INADEQUATE. This means that the sample collected was not a high enough quality because it did not pick up a sufficient number
of cells for the lab to complete the test. Unfortunately, that leaves us without an answer, and we cannot definitively tell you whether you do or do not have COVID-19.

Please contact our office at @PCPDEPTPHONE@ for further guidance on retesting and isolation based on your current symptoms. If you work for a hospital or health system, please contact your occupational medicine team as soon as possible.

Should you have symptoms concerning for COVID-19, but you choose to NOT get retested or seek further guidance from a provider, you should continue to take precautions and practice social distancing. You should quarantine yourself until these 3 things all happen: 1) NO fevers for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers); (2) the other symptoms have improved (for example, when cough or shortness of breath have improved); and (3) at least 10 days have passed since symptoms first appeared.

Should you have symptoms concerning for COVID-19, family or household members should isolate for at least 14 days AFTER their last contact with you and self-monitor for COVID symptoms for 14 days total AFTER their last contact with you, until you know your COVID status. If they develop symptoms, they should contact a healthcare provider. If your family member is a healthcare worker, they should discuss with their employer, who may offer different guidance for isolation.

Should you NOT have symptoms concerning for COVID-19, we would recommend getting retested.

If you have general questions about COVID-19, please visit:
1. www.pennmedicine.org/coronavirus
2. www.cdc.gov/coronavirus

Thank you,

@ME@

Positive Patient Notification Letter Spanish-.pcslcovidpositivelettersspanish

@TODAYDATE@
@NAME@
@POLSTADDRESS@

Estimado @NAME@,

Hemos intentado localizarle a través de su información de contacto que aparece en su historial médico y no hemos tenido éxito. Le estamos escribiendo para informarle que su prueba reciente para el coronavirus, también conocido como virus SARS-CoV-2 o COVID-19, ha sido POSITIVO. Esto significa que usted HA SIDO infectado con el virus COVID-19.
Si sus síntomas han empeorado, o si tiene alguna pregunta acerca de los resultados, por favor, contacte con nuestra oficina en @PCPDEPTPHONE@. También podemos ser contactados para preguntas a través de nuestro portal para pacientes, MyPennMedicine.

Si usted experimenta algo de lo siguiente, por favor, llame al 911 para ser trasladado a su Sala de Emergencias local:
- Dolor en el pecho.
- Falta de aire severa con dificultad para hablar con frases completas.
- Confusión.
- Decoloración azulada de sus labios o su cara.
- Debilidad severa o mareos.

Aquí tiene algunas recomendaciones generales:
No salga de su casa, excepto para el cuidado médico. En la medida de lo posible, aísle completamente de su familia y otras personas en su casa. Usted debería hacer cuarentena en casa hasta que estas 3 cosas ocurran:

1) Que usted NO tenga fiebre durante al menos 72 horas (eso significa 3 días completos sin fiebre sin utilizar el medicamento que reduce la fiebre)
Y
2) Otros síntomas han mejorado (por ejemplo, cuando su tos y falta de aliento han mejorado)
Y
3) Han pasado al menos 10 días desde que sus síntomas aparecieron por primera vez.

Los miembros de la familia deben aislarse al menos durante 14 días DESPUÉS de su último contacto con usted y monitorizarse para detector síntomas del COVID por un total de 14 días DESPUÉS de su último contacto con usted. Si algún miembro de la familia es un trabajador de la salud, deberán hablar con su empleador, que podría ofrecerle diferentes guías para aislarse.

Si tiene alguna pregunta acerca de los síntomas que está experimentando, sus opciones incluyen:
- Utilice nuestro verificador de síntomas en https://www.pennmedicine.org/coronavirus
- Contacte con nuestra oficina en @PCPDEPTPHONE@ o a través de nuestro portal, MyPennMedicine

Por favor, consulte estos recursos para obtener más consejos acerca del aislamiento, disminuir la propagación del virus COVID-19, e información clínica:
- CDC: www.cdc.gov/coronavirus
- Penn Medicine: www.pennmedicine.org/coronavirus

Gracias,

@ME@

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**Negative Patient Notification Letter Spanish**- pcslcovidnegativelettersspanish

@TODAYDATE@

@NAME@
@POLSTADDRESS@

Estimado @NAME@,
Tip Sheet

Hemos intentado localizarle a través de su información de contacto que aparece en su historial médico y no hemos tenido éxito. Le estamos escribiendo para informarle que su prueba reciente para el coronavirus (también conocido como virus SARS-CoV-2 o COVID-19), ha sido NEGATIVA. Esto significa que en el momento en el que se le realizó la prueba, es poco probable que usted tuviese COVID-19. Sin embargo, esta prueba no es perfecta y en algunas ocasiones hay personas que dan negativo en el test del coronavirus (resultado de falso negativo). Por precaución, si usted tiene síntomas de tos o fiebre, debería llevar a cabo una auto-cuarentena hasta 24 horas después de que la fiebre haya desaparecido, usted no necesita medicación para la fiebre y sus otros síntomas han mejorado.

Si sus síntomas empeoran, por favor, contacte con su oficina en @PCPDEPTPHONE@. También puede contactarnos con preguntas a través de nuestro portal para pacientes, MyPennMedicine.

Aquí tiene recursos adicionales acerca del actual COVID-19 o el brote de coronavirus:
- Si tiene alguna pregunta acerca de síntomas que está experimentando, sus opciones incluyen:
  - Utilice nuestro verificador de síntomas para el COVID-19 en https://www.pennmedicine.org/coronavirus
  - Contacte con su oficina en @PCPDEPTPHONE@ o a través de nuestro portal, MyPennMedicine.
- Si tiene preguntas generales acerca del COVID-19, por favor, visite:
  1. www.pennmedicine.org/coronavirus
  2. www.cdc.gov/coronavirus

Gracias,

@ME@

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Return to Work

Positive RTW Letter -.pcslrtwcovidpositive

I am writing with regards to patient name smartlink who received testing for COVID19 on ***. The results of the test were POSITIVE. This means they were infected with the COVID19 virus. They were advised to quarantine at home until these 3 things all happen:
1) NO fevers for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)
   AND
2) Other symptoms have improved (for example, when cough or shortness of breath have improved)
   AND
3) At least 10 days have passed since symptoms first appeared

Even with a positive test, if the above criteria have been met, the patient is able to stop their quarantine and return to work.
If the patient is a healthcare worker, they should wear a facemask at all times while in the healthcare facility until all symptoms are completely resolved, or until 14 days after illness onset, whichever is longer. They should be restricted from contact with severely immunocompromised patients until 14 days after illness onset.

Health care providers should promptly notify their manager/supervisor of positive results per Penn Medicine policy.

Please see these resources for further advice on isolation, decreasing spread of COVID-19, and clinical information:


Thank you,

@me@

**Negative Result RTW Letter** - .pcslrtwcovidnegative

Patient address smartlink

To whom it may concern,

I am writing with regards to patient name smartlink who received testing for COVID19 on ***. The results of the test were NEGATIVE. This means they were not infected with the COVID19 virus. Despite patient name smartlink having a negative result, we advise that they should practice self-quarantining until 24 hours after they are fever free, do not need a medication for their fever (e.g., ibuprofen or Tylenol), and their cold symptoms have improved.

This recommendation is for their own safety and the safety of those around them. Based on negative testing and patient name smartlink meeting the above clinical criteria, they are ok to return to work.

Here are some additional resources regarding the current SARS-CoV-2 (COVID-19) outbreak:


Thank you,

@me@

**Indeterminate Result RTW Letter** - .pcslrtwcovidindeterminate

Patient address smartlink

To whom it may concern,
I am writing with regards to patient name smartlink who received testing for COVID19 on ***. The results of the test were indeterminate. Which means the tests could not definitively determine if patient name smartlink has COVID-19 or not. We believe that it is safest for the patient and those around them that they quarantine at home until these 3 things all happen:

1) NO fevers for at least 72 hours (that is three full days of no fever without the use medicine that reduces fevers)
AND
2) Other symptoms have improved (for example, when cough or shortness of breath have improved)
AND
3) At least 10 days have passed since symptoms first appeared

If the above criteria have been met, the patient is able to stop their quarantine and return to work.

If the patient is a healthcare worker, they should wear a facemask at all times while in the healthcare facility until all symptoms are completely resolved, or until 14 days after illness onset, whichever is longer. They should be restricted from contact with severely immunocompromised patients until 14 days after illness onset.

Please see these resources for further advice on isolation, decreasing spread of COVID-19, and clinical information:


Thank you,

@me@

Positive RTW Letter Spanish -.pcsrtwcorvidpositivespanish

@POLSTADDRESS@

A quién corresponda,

Les escribimos respecto a @NAME@ quien recibió la prueba para el COVID19 en ***. Los resultados de esa prueba fueron POSITIVOS. Esto significa que estaban infectados con el virus COVID19. Se les aconsejó hacer cuarentena en casa hasta que estas 3 cosas ocurran:

1) Que usted NO tenga fiebre durante al menos 72 horas (eso significa 3 días completos sin fiebre sin utilizar el medicamento que reduce la fiebre)
Y
2) Otros síntomas han mejorado (por ejemplo, cuando su tos y falta de aliento han mejorado).
Y
3) Han pasado al menos 10 días desde que sus síntomas aparecieron por primera vez.

Incluso si la prueba es positive, si los criterios de arriba se cumplen, el paciente puede interrumpir su cuarentena y regresar al trabajo.
Si el paciente es un trabajador de la salud, deberán llevar puesta una máscara todo el tiempo que estén en las instalaciones sanitarias hasta que sus síntomas hayan desaparecido por completo o hasta 14 días después del inicio de la enfermedad, lo que lleve más tiempo. Se les debe restringir el contacto con pacientes severamente inmunocomprometidos hasta 14 días después del inicio de la enfermedad.

Según la política de Penn Medicine, los proveedores de atención médica deben notificar de manera inmediata a sus managers/supervisores de los resultados positivos.

Si tiene alguna pregunta acerca de los síntomas que está experimentando, sus opciones incluyen:

- Utilice nuestro verificador de síntomas para el COVID-19 en [https://www.pennmedicine.org/coronavirus](https://www.pennmedicine.org/coronavirus)
- Contacte con su oficina en @PCPDEPTPHONE@ o a través de nuestro portal, MyPennMedicine.

Por favor, consulte estos recursos para obtener más información sobre aislamiento, disminución de la propagación del COVID-19 e información clínica.

- CDC: [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
- Penn Medicine: [www.pennmedicine.org/coronavirus](http://www.pennmedicine.org/coronavirus)

Gracias

@ME@

**Negative RTW Letter Spanish** - .pcslrtwcovidnegativespanish

@POLSTADDRESS@

A quién corresponda,

Les escribimos respecto a @NAME@ quien recibió la prueba para el COVID19 en ***. Los resultados de esa prueba fueron NEGATIVOS. Esto significa que no estaban infectados con el virus COVID19. A pesar de que @NAME tenga un resultado negativo, le recomendamos que deberían llevar a cabo una auto- cuarentena hasta 24 horas después de que la fiebre haya desaparecido, usted no necesita medicación para la fiebre (por ejemplo Ibuprofeno o Tylenol) y sus síntomas de resfriado han mejorado.

Estas recomendaciones son por su propia seguridad y la de otros alrededor de ellos. Basados en las pruebas negativas y que @NAME@ cumpla con los criterios clínicos anteriores, pueden regresar al trabajo.

Si tiene alguna pregunta acerca de los síntomas que está experimentando, sus opciones incluyen:

- Utilice nuestro verificador de síntomas para el COVID-19 en [https://www.pennmedicine.org/coronavirus](https://www.pennmedicine.org/coronavirus)
- Contacte con su oficina en @PCPDEPTPHONE@ o a través de nuestro portal, MyPennMedicine.

Aquí tiene algunos recursos adicionales acerca del actual brote de CoV-2 (COVID-19):

- CDC: [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
- Penn Medicine Coronavirus Website: [www.pennmedicine.org/coronavirus](http://www.pennmedicine.org/coronavirus)

Gracias,

@ME@