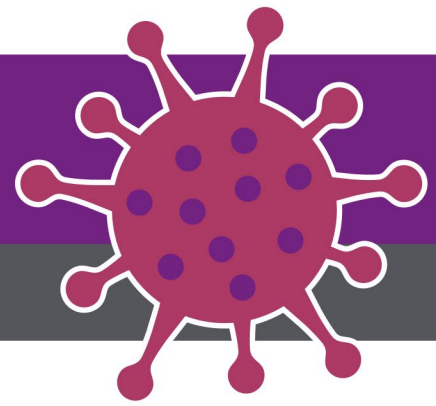


CORONAVIRUS DISEASE 2019 (COVID-19)

PUI Follow-up and Social Hub Resources



Audience: Clinical colleagues at triage or fever, upper respiratory infection (FURI) clinics to provide to patients sent for COVID-19 testing

Revision Date: 3/31/2020

Version: Version #1

Patient Communication for Individuals Sent for Testing

This document is intended to inform patients of available social resources and lets them know we will be contacting them to follow-up. This communication should be customized with the local social care hub phone # and COVID triage line if available.

Communication

At **INSERT MINISTRY NAME**, we are doing everything we can to make sure that you and your family stay healthy. We want to make sure you have access to important services like food, transportation and housing. Because of this, we have created a social hub to serve you in two ways while you self-isolate.

1. With your permission, our staff will first check in to see how you are feeling via telephone and, if necessary, link you to your medical team for follow-up.
2. We will connect you to available resources in your community if needed, like emergency food assistance, support to manage loneliness or access to medications you may run out of during isolation.

We understand that this is a difficult time for our entire community. We are here for you and we know that only by working together can we get through this.

We will make several attempts to reach you, but if we are unable to reach you and you need help finding food, transportation, social or financial support please visit our website at <https://communityresources.trinity-health.org/> to find these resources based on your location.

If you have questions or concerns about any symptoms you are experiencing, call our nurse triage line at **INSERT NUMBER** to speak to a nurse, or contact your primary care doctor. If your symptoms worsen and you have difficulty breathing or pain in your chest, call 911.

Please continue to practice safe hygiene to protect yourself and the people around you.

- Practice social distancing
- As much as possible stay in a separate room away from others in your home

- Avoid sharing personal items, like dishes, towels, and bedding
- Wash hands often for at least 20 seconds
- Cover your mouth and nose when you sneeze or cough
- Monitor your symptoms and contact us with any concerns or if your symptoms worsen

Thank you for trusting us with your care. We are committed to our patients and our community and will continue to do everything we can to support you during this difficult time.

Sincerely,

[Insert Signature]