

POSITIVE COVID-19 NOTIFICATIONS

A Reference Guide for Ordering Physicians

If you are calling a patient (parent) testing positive for COVID-19 with results, below are the things that you must cover.

- ✓ If patient is 16+, ask to speak with the patient.
If patient is <16, ask to speak with the parent.
- ✓ Verify with whom you are speaking.
"Who am I speaking with?" "Can I have your (child's) date of birth?"
- ✓ Share that this is a service provided for the family.
"Thank you for going to Children's Hospital to receive testing."
- ✓ Give the results and reassure the family.
"I have received the result of your (child's) test and am calling to let you know that it is positive. This means that you (your child) have the novel coronavirus—I want to share what this means and answer your questions."
- ✓ Give instructions regarding care.
 - Watch for symptoms (e.g. fever, feeling tired, cough, runny nose)
 - Prevent others from getting sick by staying at home, washing your hands, and staying away from family members who are elderly or have lower immune systems.
 - If you/your child has trouble breathing or for other questions, contact your primary care provider immediately and tell them about the test results.
- ✓ Share any additional information.
"You may receive a letter from the County Department of Public Health with additional health advice for you (your family)."
- ✓ Permit the patient (parent) to ask any questions.
"Do you have any questions? Is there anything I can answer for you?"
- ✓ **Inform local County Department of Public Health:**
LA County: <http://publichealth.lacounty.gov/acd/ncorona2019/index.htm#Reporting>
Ventura County: <https://www.vcemergency.com/healthcare>
Orange County: <https://www.ochealthinfo.com/phs/about/epidasmt/epi/physprov/report>
Kern County: <https://kernpublichealth.com/report-a-disease/>

- ✓ Leaving a message?
"Hello. This is (name, your attending physician) calling from (practice name). I'm trying to reach _____. Could you please call me back at _____. Thank you."

Do not leave test results on voicemail.