

NEGATIVE COVID-19 NOTIFICATIONS

A Reference Guide for Ordering Physicians

If you are calling a patient (parent) testing negative 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 and share your name. *"Who am I speaking with?" "Can I have your (child's) date of birth?"*
- ✓ Share that this is a free 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 negative. This means that at this time you (your child) is unlikely to be infected with Covid-19. Because of this, you (your child) can proceed with planned activities and procedure unless there are other issues that come up per your care provider."

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.