Support Document 3: Emory Clinic Potential Ebola Screening: Call Center SOP

TEC/ESA Potential Ebola Screening: Call Center SOP

Patient/ family contacts Call Center or Clinic for ANY appointment and/or Nurse triage*

If patient asks: “Why are you asking this?” SCRIPTING:
“Emory Healthcare is following CDC travel screening guidelines. These countries are included in the CDC travel screening guidelines.”

“If the patient asks: “During the past 21 days, have you traveled in any of the following areas: West Africa: Sierra Leone, Guinea, or Liberia?”

ESCALATION SCRIPTING:
“Thank you for answering our questions. I’m going to get a RN on the line for you now to assist with your healthcare needs.”

Call must be escalated to Emory Clinic’s Primary Care RN Advisors

Patient call completed

DO NOT SCHEDULE ANY APPT UNTIL YOU ASK THE FOLLOWING QUESTIONS!!

Have you had any contact with an individual with confirmed Ebola Virus Disease?

NO

YES

Complete call per SOP

* The decision to universally screen all patients is due to operational considerations

EVD Screening for TEC/ESA Patient Calls (w/scripting) per CDC Checklist:
Last updated 10.17.2014