

Cooley Dickinson Hospital
Outpatient Plan of Care of Patients with Respiratory Illness or Suspected COVID-19
Updated 11.09.20

Testing only:

PCPs who have triaged patients and decide they need testing only may order testing through our Drive-thru Testing Center. The Drive-thru Testing center can test asymptomatic patients may be tested per “provider discretion” but be aware that insurance may not cover the cost of this test (approx. \$160). Pre-procedure tests are ordered by the pre-procedure nurses, and CDH/CMG employees should be tested through the usual OH/EH routes. Flu, RSV, and Strep testing may be offered in the future. CMG offices order and schedule through EPIC. Other practices may order by faxing an order form to 582-2638 or by calling 582-2881.

Drive-thru Testing Center Hours of Operation: 9 am- 4:30 pm, 7 days per week
413-582-2881

Adult Respiratory Illness Clinic (RIC):

PCPs who have triaged patients and decide that patients need to be evaluated in person but do not need ED level of care may call the RIC. Urgent Care providers will see children aged 2 and up and adults. EPIC users may submit a referral to ““Ambulatory Referral to Respiratory Illness Clinic (REF93466)” and then you choose the location. Any necessary testing (blood or swabs) may be performed in the RIC.

RIC Hours of Operation: Daily, 9 am -5 pm
413-582-2881

Emergency Department:

Patients who need emergency level of care may arrive at any time. PCPs who recommend an ED visit for a sick patient should call ahead an “expect” call.

ED Hours of Operation: 24/7
413-582-2109

Radiology:

Patients with symptomatic respiratory illness or possible COVID who need imaging may be seen at CDH Radiology (not other radiology sites). All providers (or their staff) are asked to call radiology ahead to alert the staff that the patients needs to be treated on Enhanced Respiratory Precautions. Call 582-2491 . Order imaging studies in the usual way, and add a comment about precautions required.

Outpatient Radiology 413-582-2491

Phlebotomy:

Patients who are on Enhanced Respiratory Precautions due to suspected COVID-19 may have phlebotomy in the RIC scheduled ahead. Do not send patients with symptomatic respiratory disease to other phlebotomy sites.

Phlebotomy hours for patients with respiratory illness: Tuesdays and Thursdays 8 am-11am. NO WALK-INS.
413-582-2881

JLevin 11.09.20.