

April 2, 2020

Dear PHO Colleague,

We have established an Urgent Care Respiratory Illness Clinic (UC RIC) and a drive -thru COVID testing site on the main hospital campus. This document will explain how PHO primary care providers can access these services for their patients.

### **Urgent Care Respiratory Illness Clinic (UC RIC)**

We are currently staffed by (1) urgent care provider, (2) hospital triage nurses, a receptionist, and (1) medical assistant.

We provide clinical evaluation for patients age 12 and older with fever, URI, LRI, or GI symptoms who are ill enough to need an evaluation, but not ill enough to go to the ED. We are not a COVID-19 testing site.

We accept referrals from a PHO provider and from our Community Call Line for patients with no PCP. Southampton UC continues to see patients who do not have fever, URI, LRI, or GI symptoms.

Currently the clinic is staffed Monday-Friday 12 pm-8 pm and Saturday-Sunday 9 am-5pm, and patients are seen *by appointment only*.

### **Drive-Thru Testing**

We continue to have limited COVID-19 testing supplies and follow Partners testing guidelines. Testing guidelines for drive-thru testing are attached below.

If an ambulatory patient meets testing criteria below, we will place the order in the PCP's name, and the PCP will be responsible for contacting patients with their test results. All positive results are called to the PCP by the lab, and both positive and negative results are communicated to your office via usual methods.

### **Our Process**

Patients with a PHO primary care provider should speak with their PCP first. The PCP determines if the patient can be managed with a telephonic or virtual visit at their office location. If the PCP determines the patient needs to be evaluated in the RIC for a clinical concern, the PCP will call the RIC at **413-582-2966**. Our goal as a community continues to be to strongly encourage social distancing and encourage patients who can to stay home and self-manage to do so rather than enter the clinic and expose themselves to other ill patients.

If the PCP determines the patient does not need to be evaluated for a clinical concern, but meets drive-thru testing criteria below, the PCP will call the same telephone number above and indicate they are calling for testing approval only.

When calling, please provide the patient's name, DOB, best contact number, symptoms, and reason they need to be seen or why they meet testing criteria. Our Epic triage module requires us to complete these questions in order to complete the order, so please be patient with our staff. Our office will then contact the patient to complete registration, schedule a same day appointment, and provide instruction on arrival. Please do not instruct the patient to call, as we will not accept patient phone calls.

Please take care of yourselves and loved ones, and please reach out with any questions. I can best be reached via my email below.

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