Phreesia's Coronavirus Disease 2019 (COVID-19) Screening Module and Workflow

For Pediatric Patients

Last updated: 6/30/2020

Major Updates

The COVID-19 Screening Module will be updated on 7/6/20 to address client feedback regarding symptoms, travel, and COVID-19 testing:

Symptoms: We have added clarifying statements to our symptoms questions to ensure that patients only report symptoms not due to other new or chronic health conditions.

Travel: We will be removing the travel question in this update (both international and domestic). Although travel may increase an individual's chances of becoming infected and spreading COVID-19 – especially when traveling to or from a COVID-19 hotspot – there is evidence of community transmission in all 50 states.

COVID-19 Testing: We will be simplifying the second half of the screening module. Patients will be able to report:

- Whether they have been tested for COVID-19
- The date and result of their test
- The reason why they were tested (regardless of the result)

We hope to use this information to better target at-risk patients and those who may be infectious, and this will allow us to avoid flagging patients who may have tested positive in the past but have since recovered.



Screening Questions for Pediatric Patients (patients 17 years and younger)

Patients receive the following COVID-19 screening questionnaire, prior to their visit or in the office.

Coronavirus Disease 2019 (COVID-19) ha cause respiratory or gastrointestinal illn	as been reported in every state and in cour ness.	ntries around the world. COVID-19 ca	n
	s, we are asking about symptoms and expo ions so that we can direct your child to the		
Deer your shild have a favor?t			
No Yes			
Does your child currently have a new health problem?*	w or worsening cough or shortness of	breath that is not due to another	
No Yes			
Is your child experiencing any other Please select all that apply:*	r NEW symptom(s) listed below that is	not due to another health probler	m?
None of the below			-
None of the below	Nasal congestion or runny nose	Sore throat	
Diarrhea	Nausea or vomiting	Fatigue	
Headache	Muscle aches and pain	Poor feeding or poor appetite	
Yes, my child been tested for COVI	D-19?* My child was diagnosed with COVID-19 but was never tested	Yes, my child was tested and we are waiting for the results	-
Yes, my child tested positive	Yes, my child tested negative		
When was your child tested for or d	iagnosed with COVID-19?*		
06/27/2020			Only appears if answer to question 5 is not "No, my
		2.	child has not been tested."
Why did your child get tested? Pleas	se select all that apply:*		
We wanted to know my child's COVID-			
	-19 status		Only appears if answer to
We wanted to know my child's COVID-19 status	-19 status My child had symptoms of possible COVID-19	My child had close contact with a person who has COVID- 19	question 5 is not "No, my child has not been tested" or "My child was diagnosed
	My child had symptoms of		question 5 is not "No, my child has not been tested"
COVID-19 status My child was required to undergo testing before a surgery or procedure Visitor Policy: The child may not be a	My child had symptoms of possible COVID-19 My child was required to undergo testing for travel accompanied by an adult with fever, co	with a person who has COVID- 19 My child was enlisted for public health monitoring	question 5 is not "No, my child has not been tested" or "My child was diagnosed with COVID-19 but was never tested."
COVID-19 status My child was required to undergo testing before a surgery or procedure	My child had symptoms of possible COVID-19 My child was required to undergo testing for travel accompanied by an adult with fever, co	with a person who has COVID- 19 My child was enlisted for public health monitoring	question 5 is not "No, my child has not been tested" or "My child was diagnosed with COVID-19 but was never tested."

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If a patient is completing the COVID-19 screening questionnaire in-office, the final Visitor Policy question will be phrased differently to allow practices to assess whether the person accompanying the patient is exhibiting symptoms.

Visitor Policy: The child may not bring an adult who has fever and/or symptoms of lower respiratory illness (e.g. cough or shortness of breath) to the visit. The adult accompanying the child must select one of the options below.*

I do not have a fever or lower respiratory symptoms.

I may have a fever or lower respiratory symptoms.

I am checking the child in for a telemedicine visit. This does not apply.

Patient-Facing Alerts – Dependent on Question Answers & Session Type

Educational messages are generated for patients to inform them how to proceed given their responses to the screening questions.

Practices will have more flexibility when it comes to configuring the language and presentation of patientfacing alerts. For example, the patient-facing alerts can be suppressed for telemedicine visits or the language can be adjusted to reflect individual practice's policies (e.g. mask policy).

1. Patient completes questions pre-visit; Is symptomatic and/or has an epidemiologic risk factor:



This includes instances in which a patient reports being diagnosed or tested for COVID-19 in the last 30 days, for reasons of symptoms or contact.

2. Patient completes questions pre-visit; Is asymptomatic, and has no epidemiologic risk factors:

Thank you for answering these screening questions.
If this is a telemedicine visit, please continue with the rest of your child's check-in.
If your child is scheduled for an in-person visit, ONLY ONE PARENT OR CAREGIVER should accompany the patient.
Your child's health is our priority. Please call our medical team before your appointment if your child or the individual who will be accompanying your child begins experiencing <u>new</u> symptoms among those listed below, as they may be associated with COVID-19.
 Fever Fatigue Cough Shortness of breath
Please continue with the rest of your child's check-in.
Continue



3. Patient completes questions in-office; Is symptomatic, and/or has an epidemiologic risk factor:



This includes instances in which a patient reports being diagnosed or tested for COVID-19 in the last 30 days, for reasons of symptoms or contact.

4. Patient completes questions in-office; Is asymptomatic and has no epidemiologic risk factors (travel, contact):





Dashboard Alerts

If a parent or guardian's responses to the COVID-19 screening questions puts the child in an at-risk status, Phreesia will display an alert to notify staff. The icon will be the same in all scenarios.

Phreesia	Payments *	Commu	nications ~	Analytics -	Reports &	Settings ~
Checked-in 🚺	(Q, jare)	616				
Patient Name	0	DB	Chart #		Provider	End Time •
lane Gieen		/24/1978	1.17 C	The life	-	10:10 AM

Staff-facing alerts display all of the parent or guardian's answers—regardless of whether the screening questions are completed pre-visit or in-office.

Alerts are generated if a patient answers positively to any question on the screening module. This includes instances in which a patient reports being diagnosed or tested for COVID-19 in the last 30 days, for reasons of symptoms or contact.

Pre-Visit Alerts

For example, if a parent or guardian completes the screening questions pre-visit and answers "yes" to fever, "yes" to respiratory symptoms but "no" to the respiratory symptoms being new or worse than baseline, "no" to other new symptoms, "no" to recent travel or work-related exposure, "yes" to a recent close contact, "no" to household risk factors, and selects, "I will come to my appointment alone. Or, I will not bring a sick companion.", the following staff alert will be generated.

Туре	Data on file	New Data
Coronavirus Notices		
Coronavirus - Pre Visit	Alert	Fever: Yes. Respiratory Illness: Yes. New/Worsened Respiratory Illness: No. Other New Symptoms: None of the below. Travel / Exposure: No. Contact: Yes. Diagnosis / Testing / Quarantine: None of the below. Visitor Symptoms: I will come to my appointment alone. Or, I will not bring a sick companion Date: 04/08/2020
Export	Complete	Edit Patient Record



In-Office Alerts

For example, if a parent or guardian completes the screening questions in-office and answers "no" to fever, "yes" to respiratory symptoms but "no" to their respiratory symptoms being new or worse than baseline, "no" to other new symptoms, "yes" to recent travel or work-related exposure, "no" to household risk factors, and selects "I came alone to my visit. Or I came with a companion who is not sick.", the following staff alert will be generated.

Fever: No. Respiratory Illness: Yes. New/Worsened Respiratory Illness No. Other New Symptoms: None o the below. Travel / Exposure: Yes. Contact: No. Diagnosis / Testing / Quarantine: None of the below. Visitor Symptoms: I came alone to my visit. Or, I came with a companion who is not sick Date: 04/07/2020



Appointments Hub

At-risk patients will appear in the Appointments Hub to be tracked by staff.

Q. Patient Name	àti 2 reasons ₩										Follow Up		¢Ł	-
hart# PatientName	DOB E68	Source	Reason	U	Appointment	Appt Provider	Appt Location	Entered 🖤	Assigned Location	Assigned Use	Sent to ED . 03	Actions	Status	
3536 Michael Brown	01/01/1970	Self	COVID19 - In-Office	U	03/27/2020 08:00	Dr Chilbul Pandey	Beacon Hill	03/27/2020	Unassigned	None	False Positive • 03/27	1 1 Q	Scheduled	
2468 Brad Dean 🤪	01/04/1980	Self	COVID19-In-Office	R	03/27/2020 10:00	Dr. Lynn Y Bass	Beacon Hill	03/27/2020	Unassigned	None	p	lii III Q	Scheduled	
9616 Steve Johnson	05/12/1986	Self	COVID19 - Pre-Visit	R	03/31/2020 09:00	Dr. Holly Little	Jamaica Office	03/27/2020	Unassigned	None	Sent to Urgent Care 03/27/p	li II Q	Scheduled	
4158 Kelly Coren	01/01/1998	Self	COVID19 - Pre-Visit	R	03/27/2020 13:00	Dr. Harry Brain	Jamaica Office	03/27/2020	Unassigned	None	(Unable to Reach +) 03/27/0	li III Q	Scheduled	
7551 Jim Clark 🤤	01/01/2000	Self	COVID19-In-Office	R	03/30/2020 13:00	Albert Hart	Beacon Hill	03/27/2020	Unassigned	None	MD/ RN to following 03/7 020	1 = Q	Scheduled	
ione Tara Sullivan	09/09/2009	Self	COVID19 - Pre-Visit	U	04/01/2020 10:00	Dr. James Pollen	Jamaica Office	03/25/2020	Beacon Hill	None	//2020	li III Q	Scheduled	
					vi	ew 25 • Per	Page				Patient Contacted*			

Any new COVID-19 alerts that appear in the appointments hub will now have detailed information related to when the patient's scheduled appointment is. In order for Phreesia to properly pull the appointment date, time, location, and provider the reason for visit must include COVID or Coronavirus.

(Q. Patient Name)	2 reasons 🗶												¢ Ł	-
Chart # Patient Name	DO8 668	Source	U	Appointment	Appt Provider	Appt Location	Entered 🔻	Assigned Location	Assigned User	Follow Up	Updated	Actions	Status	
23536 Michael Brown	01/01/1970	Self	Reason	03/27/2020-08-00	Dr Chilbul Pandey	Beacon Hill	03/27/2020	Unassigned	None	None	None	li in q	Scheduled	
2468 Brad Dean 😔	01/04/1980	Self	COVID19-In-Office	03/27/2020 10:00	Dr. Lynn Y Bass	Beacon Hill	03/27/2020	Unansigned	None	None	· 03/27/2020	li li Q	Scheduled	
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lone Tara Sullivan	09/09/2009	Self	COVID19-Pre-Visit R	04/01/2020 10:00	Dr. James Pollen	Jamaica Office	03/25/2020	Beacon Hill	None	None	• None	$\ i \equiv Q_i$	Scheduled	
			COVID19-In-Office B		w 25 - Per P									

A new button has been created to help staff better sort their alerts to patients with COVID-19 Alerts. This new button will be conveniently located next to the filters icon and will apply a setting to only select COVID-19 reasons for visit (or Coronavirus reasons for visit) in any status other than closed. As needed, additional filters can be layered on top of this auto filter.

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47220	Victoria Burke 😔			A	Coronavirus test	.R.	Not scheduled	Note :	Mane	04/06/2020	7.HIII	Alexe:	None	V Now	h=/	Rejected	
47220	Victoria Burke 🤤			Friends/Family	Collaborative 1	R.	Notscheduled	New	New	04/06/2020	7 HBs	June	Nore	- Non	lin/	Rendeter	
47220	Victoria Burke 😔	Vernante		NotLined	COVID19-In-Office	R.	Notacheduled	New .	Net	04/06/2020	Rome Office allas	Now.	Note	-) NPE	1111/	Prodire	
1794	Victoria Bay 😣	01/01/3990		Not Usted	Not United	R	04/05/2020 09:30	DODGE,L	Rome Office	04/06/2020	thranigrant	hime	Note	• None	$\exists i \equiv Q_i$	Noshine	
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4457	VicaMarvin	01/01/1990		Friends/Family	COVID19 - Previsit	8	04/06/2020 08:00	DODGE_L	Rome Office	04/06/2020	Muniped	New	None	 New 	li m q	(Checkad-k	
0275	Vice Eaton 😥	01/01/1990	-	Not Listed	COVID19-In-offic	я;	04/05/2020 05:00	BULKLEY	Rone Office	04/06/2020	Unputgreed	None	Note	- New	li tr Q	(No show	
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2944	Victor Bright 😔	01/03/1990	•	Patient Self-schedu	COVID19 - In-offic	8	04/06/2020 10:00	Buikley Chris	Rome Office allas.	04/06/2020	Rome Office allas	Now	None	· Nie	li II Q	Noshow	
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14545	Victor Bowl 😔	01/01/1990		Dr. Alan Sandera	COVID19-In-Office	R	Not scheduled	New	New	04/08/2020	Dynaigend	New	Note	 Nee 	li n q	Clined	
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53361	Victor Almonds 😔	01/01/1990	-	Set	COVID19-In-offic_	н.	Not scheduled	New	New	04/06/2020	Chamberry .	Alter	None	v) New	li in q	Declined	
26002	VicaKey	01/01/1990		Friends/Family	COVID19-to-Office	R	Not scheduled	New	New	04/06/2020	(Wantiped	None	Nore	· Norm	h=/	finding	
53847	Victor Brut 🤤	01/01/1990	•	Patient Self-schedu	Collaborative 1	8	03/17/2020 13:45	Buildey Chris	Rome Office allas	03/17/2020	Rome Office allas	.None	None	· N100	Ba q	Nolihine	
\$3067	Victor Brut 😔	01/03/2990	•	Patient Self-schedu	Collaborative 1	R	03/17/2020 15:30	Buikley Chris	Rome Office allas	03/17/2020	Rome Office allas	hiew.	(Note	 New 	li m q	Number	
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47220	Victoria Burke 😣	01/01/1990	-	Not Eisted	COVID19-In-Office	R	Notacheduled	Norse	None	04/06/2020	Rome Office alias	Nord	(Norm	Norse .	50/	Prodire	
4834	Victor Bolton	01/01/1990		Not Listed	Coronavirus.test	8	04/06/2020 09:10	DODGE_L	Rome Office	04/06/2020	Alterrative I	New	None	 New 	I A	Noshow	
14437	Vica Marvin	01/01/1990	-	Friends/Family	COVID19 - Previsit	R	04/05/2020 08:00	DODGE,L	Rome Office	04/06/2020	Unmigrat	North	(Norm	3) Alma	li mq		
50275	Vica Exton 🤤	01/01/1990		Not Listed	COVID19-In-offic	RS.	04/06/2020 05:00	BULKLEY	Rome Office	04/06/2020	Muniplet .	New	None	 New 	Q.	Noshow	
13764	Vica Adams 😔	01/01/1990	-	Not Listed	COVID19-In-Office	R	04/06/2020 08:45	BULKLEY	Rome Office	04/06/2020	Unsuigrad	None	None	-Marar	li tu q	Cancellard	
52944	Victor Bright 🥪	01/01/1990	•	Patient Self-schedu.	COVID19-In-offic_	R -	04/06/2020 20:00	Buildey Chris	Rome Office alias	04/06/2020	Rome Office allas	- New York		-) .Net	/	Self-sched	And -
48594	Victor Crimion	01/01/1990	-	Friends/Family	Coronavirus test	R,	Not scheduled	Norw	Anne	04/06/2020	Dissignal	Norm	Norm	3 Mora	in the Q	Nothintre	writing -
Marr	Victoria Nelson	01/01/1990	•	Dr. Ann Moss	COVID19 - Previsit	8.	Notscheduled	line	(Married	04/06/2020	Rome Office allas	Jane 1	None	•) Nov	/	Importnee	ded -
5585	Victor Barber	01/01/1990		Not Listed	COVID19 - Previsit	R :	04/06/2020 08:30	BULKLEY	Rome Office	04/06/2020	Quantizant	- 79kmie	None	- New	li in q	No inv	
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26002	Vica Key	01/01/1990	-	Friends/Family	COVID19-In-Office	8	Notacheduled	Marray	No.	04/06/2020	Linsolphul	Alexa	(Norm	C) None	111/	Rendre	



When a COVID-19 alert is triggered and displayed in the appointments hub, questions and answers for the screener will now be displayed on the View appt request overlay. Staff can access this detailed information by clicking on the magnifying glass to the right of each alert on the hub. All questions and answers can be located at the bottom of this overlay.

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Not entered ADDITIONAL INFORMATION Fever Confirmation Yes Respiratory Illnesses Yes New/Worsened Respiratory Symptoms Yes Travel To Affected Areas Yes I have been to an affected geographic area or on a cruise Contact with Coronavirus	COVID19 - In-office	Any day any time	Any, first availa	able	An	y, first available							
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		bhic area or on a cruise											
Yes	Contact with Coronavirus												
	Yes												

Appointments Hub Reason for Visit

- Patient complete questions pre-visit; Is symptomatic and/or has an epidemiologic risk factor (travel, contact): "COVID19 Previsit"
- Patient completes questions in-office; Is symptomatic, and/or has an epidemiologic risk factor (travel, contact): "COVID19 In-office"

