Ambulatory Patient Testing Criteria for COVID-19

Testing Criteria*

- Patients exhibit signs and symptoms compatible with COVID-19
  - Fever (subjective or confirmed), and/or
  - Symptoms of acute respiratory illness (e.g., cough, difficulty breathing, shortness of breath)

* UVMMC has a COVID-19 Hotline for providers to support decision-making in the care of patients suspected of having COVID-19: (802) 847-8787.

If a patient is experiencing acute symptoms requiring urgent or emergent care (shortness of breath or difficulty breathing), patient should be directed to appropriate service (i.e. Urgent Care or ED). Provider must notify Urgent Care or ED of patient’s arrival. If appropriate, testing will occur at Urgent Care/ED.

Referring a Patient for Outpatient Testing

- Provider places order from COVID-19 in Epic.
  - Non-Epic users fax the VDH requisition to UVM Health Network Patient Access & Service Center (802) 847-2001 to place order. Note that the fax number to send COVID-19 orders is not the same as the UVMMC Laboratory Customer Service number.
- Patient Access Center will call the patient and schedule testing within 24 hours of order being placed. Instruct patients: stay in car with windows closed, no pets, bring photo ID.
  - When testing capacity is reached at testing sites, patients will be scheduled the following day.
- Test results will be:
  - reported to ordering provider office for follow up with patients
  - immediately released via MyChart
- For assistance with COVID-19 lab order submissions call UVMHN Patient Access & Service Center: (802) 847-5440. Hours of operation are 8:00 am – 8:00 pm, 7 days a week.