

COVID Phone Call Screening

When you call a patient prior to visiting to check whether they've been exposed to COVID since your last visit, you can document the phone call for pre-visit COVID screening.

Places to document a call:

Barnestorm Office > Visits/Assessments screen > COVID button at top

Barnestorm Point of Care > Select Patient screen > COVID button in bottom left panel where patient visits show

Barnestorm Point of Care > Visits/Assessment screen > COVID button at top

How to document a COVID phone screening:

Phone contact with patient/caregiver prior to in-home visit

I spoke to the patient

Name of source providing information:

Are you currently experiencing signs or symptoms of a respiratory infection, such as fever, cough, body aches, chills or sore throat? Yes No

In the last 14 days have you (patient or caregiver) had contact with someone who is under investigation or has confirmed diagnosis of COVID-19 or ill with respiratory illness? Yes No

Is the patient residing in a skilled nursing, assisted living, or independent living facility where there are known cases of COVID-19? Yes No

A message will be sent to the Case Manager, and this patient will be marked as Active/Suspected COVID. You can add a message to the Case Manager below:

- Point of Care will allow you to select a starting time of the call. The ending time will be the time you click on the Save button.

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- Each question is required to save the call.
- If symptoms are present you will have a text box to type in details.
- If any of the three questions are answered Yes, a message will automatically be sent to the the case manager (first employee) and second employee listed on the Referral. The clinical supervisor can also receive a message if they are setup in the global setting (check with Barnestorm support on how to setup).
- If any of the three questions are answered Yes, the patient's referral will be marked as "COVID Risk (on the Emergency Plan tab).
- After you save the information it will show up as a non chargeable visit labeled, "COVID Phone Contac".

How to edit time:

Employee:	BARNESTORM, ADMIN • 9875/	
Payer:	HUMANA ADVANTAGE • 01108	
Job Code:	COVID Pre-Visit Phone Call • 510	
Visit Type:	COVID Pre-Visit Phone Call • 510	
Date:	8/13/2020	
Start:	2:08:00 PM	End: 2:10:00 PM
Comments:	Phone contact with patient/caregiver prior to in-home visit	

The time and date can be edit from **Barnestorm Office > Visits/Assessments** screen by unlocking and clicking on Edit. Also from **Barnestorm Office > Admin > Fix Assessments**. **Note:** if you unlock and lock the phone call, it will show up in que to generate a visit charge. You can delete the charge under Employee Activity > Visit Entry. Point of Care, you can edit the time by selecting the COVID call and click on Edit COVID time.

How to edit document content:

You will need to unlock the note from Barnestorm Office and delete it so that you can create a new one.

Additional information:

- When Barnestorm is maximized, the Select Patient screen will show Active COVID Risk patients in hot pink.
- The patient's schedule entry on the Schedule Calendar screen will highlight hot pink when the patient is marked as COVID Risk.
- If the patient is found to no longer be a COVID risk, go to **Referral > Patient Information > Emergency Plan** and uncheck the **COVID Risk** box. Once the patient status on the Referral is changed they will no longer show up in pink.

Admitted: 08/13/2020 Active *COVID*

[Patient Information](#) | [Referral Information](#) | [Payers](#) | [Dr + Pharmacy](#) | [Employees](#) | [Print](#)

[Start](#) | [Contacts](#) | [Emergency Plan](#) | [Directives](#) | [Directions](#) | [History](#) | [Notes](#)

COVID Risk Print Emergency Plan

[Risk Classification](#) | [Special Needs](#) | [Patient Contacts](#) | [LACE Scoring Tool](#) | [Other Risk Factors](#)

- From Visits/Assessments screen, you can hide the COVID phone screening entries by checking the Skip COVID Calls box.

Select Multiple Show Vx Status HbA1c

COVID Skip COVID Calls
 Show Matching 'Keyed By' Show All 60 Days

Emp#	Employee	Day	Time In/Out	Mins	Assessment Reason	Status	Last Modified	Disc Date
9875	Of.BARNESTORM, ...	Tue Aug 18, 2020	2:09p 2:11p	2	COVID Phone Contac	Locked+Chg	08/18/20 02:11PM	0f.202008181409
9875	Of.BARNESTORM, ...	Fri Aug 14, 2020	8:43a 8:43a	0	COVID Phone Contac	Locked+Chg	08/19/20 09:54AM	0f.202008140843
9875	Of.BARNESTORM, ...	Thu Aug 13, 2020	2:44p 2:44p	0	COVID Pre-Visit Ph	Locked+Chg	08/19/20 09:55AM	0f.202008131444

- Messages that are sent to employees include all questions answered.

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From:	Barnestorm Reminder Service	Sent:	08/18/2020 2:11:00 PM
To:	ADMIN BARNESTORM	Due:	08/18/2020 2:11:00 PM
Chart:	PATIENT TEST (888888)	Click Snooze to be reminded again in:	
Subject:	COVID	5 Minutes	 Snooze

**This patient status has changed to Active/Suspected COVID.
Phone contact with patient/caregiver prior to in-home visit**

Name of source providing information: The patient, PATIENT TEST

Are you currently experiencing signs or symptoms of a respiratory infection, such as fever, cough, body aches, chills or sore throat? YES

-- Additional Info Here --

In the last 14 days have you (patient or caregiver) had contact with someone who is under investigation or has confirmed diagnosis of COVID-19 or ill with respiratory illness? no

Is the patient residing in a skilled nursing, assisted living, or independent living facility where there are known cases of COVID-19? no

-- Text Message Here --

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51527.aspx>