

## From the Office of Clinical Informatics COVID-19 Symptomatic Employees Results A.R. Gould WIC December 2, 2020

This flyer walks through the process for ARG WIC clinical staff to follow-up with Symptomatic Employees regarding their COVID-19 results using the Message Center.

Test results from orders placed for Provider **COVID**, **SYMP EMP**, will be routed to the **COVID-19 Symptomatic Employees** Message Center Pool for follow up by **ARG WIC Staff**.

Opting into the COVID-19 Symptomatic Employees Pool

- **<u>STEP 1</u>**: From the Message Center, navigate to the **Pools** tab.
- **<u>STEP 2</u>**: From the Pools tab, click the **Manage** button.
- **STEP 3**: From the Manage Pools window, search for "**COVID**" in the **Available Pools** search field.
- STEP 4:From the list of results, select the COVID-19Symptomatic Employees option.
- **<u>STEP 5</u>**: With the COVID-19 Symptomatic Employees option selected, click the **Opt In >** button.
  - The COVID-19 Symptomatic Employees pool will display in the Member Pools Section.
- **<u>STEP 6</u>**: After opting into the appropriate pool, click the **OK** button in the lower right of the window.



## Accessing the COVID-19 Symptomatic Employees Pool Inbox

- **<u>STEP 1</u>**: From the Message Center, navigate to the **Pools** tab.
- **<u>STEP 2</u>**: From the Pools tab, select the **COVID-19 Symptomatic Employees** option from the Pools drop-down menu.
- **<u>STEP 3</u>**: Select the appropriate Display and Filters options as needed.
- **<u>STEP 4</u>**: The COVID-19 Symptomatic Employees Pool inbox will be displayed in the **Messages** tab on the right of the screen.
- **STEP 5**: Interact with messages on the list using the typical phone follow up workflow for COVID-19 results.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.

Inbox Summa				Ą
Inbox	Proxies	Pools		
Pool:		~	Manage	]
Display	:		¥	
Filters:	All		1	~