

Maternity Unit COVID Testing Reminder Call Process

Step 1: Pull the DAR report

4 Days prior to procedures pull the DAR report in Epic. The DAR report shows pending scheduled arrivals with phone number. Call all scheduled inductions and C-Sections.

Step 2: Call the patient.

If patient answers:

“Hi {Patient Name} this is {Insert Employee Name} from {Insert Hospital} Maternity Unit. I am calling to remind you that your physician ordered a COVID test to be complete 3 days prior to your admission.

You can easily schedule your appointment on-line by going to ketteringhealth.org and click on the Large Red COVID box. The link for “testing” appears and then you can schedule your testing appointment.

Our Southview campus has a drive through location for patient delivering at Soin, KMC, and Southview.

If the you are delivering at Fort Hamilton, you can schedule at Fort Hamilton ED or Middletown ED.

Thank you for keeping you, your family, and our staff safe by getting a COVID test.”

If the patient does not answer:

Please leave a message “Hi {Patient Name} from {Insert Hospital} **** DO NOT STATE MATERNITY}. We have you scheduled for a procedure on {Insert Date}. Please schedule and complete your pre-procedure testing 3 days prior. If you have questions or need additional information call {insert phone number}.”

**** Notice you are not stating what they are scheduled for or the department in which they are scheduled.

If the patient refuses the COVID test: Your provider ordered this test for your safety, your family safety and the safety of our employees. Are there any questions I can answer for you? If the patient has questions you cannot answer, please ask them to call their provider.

Next step as the KHN employee call the provider and notify the provider.