

PMR id's no shows, add to google
database, create telephone
encounter, call patient

Patient answers call
(see script)

Voicemail
(see script)

No answer -
repeat call x2

Seen at SH Drive Thru Test

Not seen

Seen at other CHA facility or
outside facility

Patient still wants
visit at RC

Patient does not
want visit

Pt feels
better

Pt still sick

PMR advise pt
to call PCP if
symptoms
worsen.
No further f/u

PMR advise
pt to call
PCP if
symptoms
worsen

PMR offers
to r/s appt

Patient declines
to r/s

PMR
schedules
patient

PMR advise pt
to call PCP if
symptoms
worsen.
No further f/u

Patient
accepts,
PMR
schedules
patient

PMR offer
televisit

Yes - PMR
schedule
televisit w/
provider

No - PMR
provides call
back #, pt
call prn