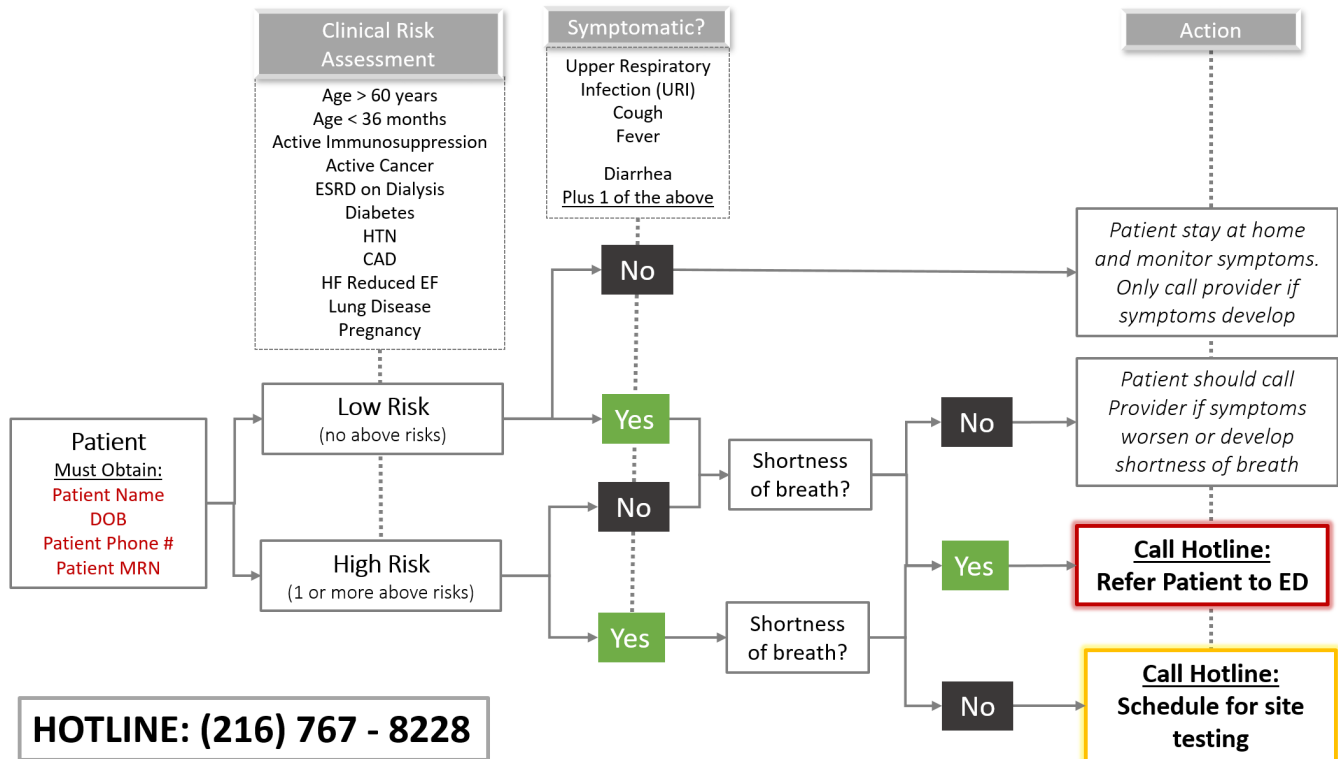


COVID-19 Testing Protocol

Please note: this is a fluid situation and protocols may change in the coming days and weeks. We will update this document as needed.

If a patient calls your office or engages in a virtual visit related to COVID-19 testing, please follow the below guidance:

You, the provider, must call the Provider-Only Hotline at: (216) 767-8228 if your patient requires an order for site testing. You will make this determination using the algorithm below (and in larger view on Page 2). If your patient is ill-appearing or in distress, use standard 9-1-1 services, as applicable. No need to call Hotline in that case.



Required patient information when calling the Hotline:

Patient Name
Date of Birth
Patient Phone Number
UH Patient MRN

If a patient requires testing, the call center will perform patient call back and scheduling after you've placed the call or email into the Hotline.

Please inform those patients who require a test that they can expect a call from the UH Call Center to schedule their test.

COVID-19 University Hospitals Testing Algorithm

