

# Provider/On-Call COVID-19 Algorithm

## During business hours

If a patient reaches out who is stable with influenza-like illness (ILI) symptoms AND meets testing criteria (see [COVID-19 Testing Criteria](#)), please refer the patient or call the COVID-19 nurse triage line at 312.47.COVID (472.6843) to determine next steps. This line is available every day from 7 am to 8 pm. Patients should allow 2 hours for callback.

## After business hours

If a patient's symptoms are severe enough to warrant going to the ED, capture the following:

- General information including patient name, DOB and pertinent history.
- Notify the respective ED so they can prepare appropriately.
- Advise the patient to place a mask over their mouth and nose as soon as they enter the ED, or sooner if they have access to an appropriate mask.

Northwestern Medicine ED phone numbers:

- Northwestern Memorial Hospital: 312.926.5188
- Lake Forest Hospital: 847.535.6150
- Grayslake Outpatient Center: 847.535.8950
- Central DuPage Hospital: 630.933.2600
- Delnor Hospital: 630.208.4000
- Kishwaukee Hospital: 815.766.7489
- Valley West Hospital: 815.981.7141
- Huntley Hospital: 224.654.0000
- McHenry Hospital: 815.344.5000
- Woodstock Hospital: 815.338.2500

If a patient's symptoms are not severe enough to warrant immediate attention, please direct them to call back during normal business hours.