

Options for Patients to Request COVID-19 Testing

Information for Physicians

Patients who have an established Northwestern Medical Group or Regional Medical Group primary care physician or advanced practice provider have two new options for getting tested for COVID-19*:

*Please note that, as with all COVID-19 ordering protocols, these methods are subject to change.

- 1 **They can call their primary care physician's scheduling number.** They will be connected to the Patient Service Center, and a representative will use ordering protocols to determine if a COVID-19 test is needed. If a test is needed, the Patient Service Center will order the test, schedule a telehealth visit and provide the patient with additional instructions.

- 2 **MyNM, powered by MyChart, now includes a COVID-19 section under the Health tab, as well as in the Quick Links bar, where patients can follow similar ordering protocol questions to determine if they should be tested.** If they meet the requirements, they will have the ability to obtain an order via MyNM and schedule a telehealth visit. For information about billing for care through MyNM, please view the MyChart and Telephone Encounter Charging for Virtual Care Epic Tip Sheet.

Access from Home Page

The screenshot displays the MyNM (MyChart) home page for a user named Copath Zztest. The top navigation bar includes tabs for Health, Visits, Messaging, Billing, Resources, and Profile. The 'Health' tab is selected, and a dropdown menu is open, showing a red box around the 'COVID-19 COVID-19 Testing' link. Below the navigation bar, the main content area is divided into several sections: 'Hello Copath Zztest,' with a list of tasks (Read your messages, View instructions, Schedule appointments, Complete questionnaires, Review changes); 'What's in My Record?' with links to My Conditions, Plan of Care, Test Results, Health Summary, Current Health Issues, Medications, Allergies, Preventive Care, Medical History, Immunizations, and Advance Care Planning; 'Medical Tools' with links to Document Center, Requested Medical Records, Who's Accessed My Record?, Health Trends, Questionnaires, Personalized Questionnaires, Track My Health, Research Studies, Wallet Card, and Share My Record; and 'EyeCare Center' with links to Last Contact Lens Prescription and Refill medications. The bottom right corner shows a 'Refill medications' button.

Options for Patients to Request COVID-19 Testing

Access from Quick Links

Hello Copath Zztest,

- Read your messages. You have 109 new messages.
- View instructions for your visit on Monday, July 1, 2019 with Susan J. Acuna, MD.
- Schedule appointments for your current health reminders. 2 reminders need your attention.
- Complete your series questionnaires. There are 3 assigned.

Quick Links

- COVID-19 Testing
- View test results
- Ask a question
- Schedule an appointment

Self-Triage Start Page

COVID-19 Testing

You'll answer a series of questions to narrow in on your symptoms.

We'll reference **your chart** while you use this tool.

We'll provide you with next steps to take.

Select the option below to begin COVID testing self-triage.

COVID-19 Testing

In progress

[BACK TO THE HOME PAGE](#)

Terms and Conditions

COVID-19 Testing

COVID-19

The COVID-19 Testing activity is intended for **non-urgent appointments only**. If this is a medical emergency and you are in need of immediate care, **please dial 911** or go to your nearest emergency room or facility.

Through this activity, you may be able to place an order to be tested for COVID-19 or schedule a video visit with your Primary Care Physician. If you want more information about COVID-19, you can visit our website by clicking [here](#).

[ACCEPT](#) [DECLINE](#)

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Options for Patients to Request COVID-19 Testing

System Search Roadblocks

COVID-19 Testing



Here's what we recommend for you.

You can review this information the next time you return to this activity.



You already have an order available for COVID-19 testing. Please visit our [COVID-19 page](#) or call to speak with a Service Center representative at 1-855-457-6966 for additional information on where to get tested.

Roadblocks to self-ordering are the following:

COVID Order Already in System

You already have an order available for COVID-19 testing. Please visit our COVID-19 page or call to speak with a representative at 1.855.457.6966 for additional information on where to get tested.

Surgery in the Next 48 Hours

You appear to have a surgery scheduled within the next 48 hours. Please call 1.855.457.6966 to speak to a representative about COVID-19 pre-testing for scheduled procedures.

PCP External or No PCP

Your Primary Care Physician listed in our system does not appear to be an employee of Northwestern

Medicine. If you would still like to receive a COVID-19 test at Northwestern Medicine, please call 1.855.457.6966 to speak with a representative who can assist you.

Patients Under 18 Years Old

Patients under 18 years old are not able to order COVID-19 tests through MyNM. If anyone attempts to order a test for a patient under 18 years old, they will be directed to call the Patient Service Center at 844.457.6966.

Tested in Past 30 Days (if yes, route to messaging and/or telehealth options)

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

*Have you tested positive for COVID-19 in the past 30 days?

Yes

No

CONTINUE

FINISH LATER

CANCEL

Options for Patients to Request COVID-19 Testing

Symptomatic Question

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

*Are you symptomatic right now?

Yes No

CONTINUE

FINISH LATER

CANCEL

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Yes to Symptomatic Question - ILI Question

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

*Are you experiencing any of the following symptoms?

Select all that apply.

Fever of 100.0° F or greater (what is your current temperature)
Chills
New or worsening cough
Chest discomfort
Myalgia (new muscle pain/weakness)
New onset headache
New or worsening shortness of breath
Sore throat, redness or white patches
Loss of taste/smell
Vomiting or diarrhea

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FINISH LATER

CANCEL

Options for Patients to Request COVID-19 Testing

Yes to Symptomatic Question/Yes to ILI - Date of Onset

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

When did your symptoms first start?

MM/DD/YYYY



December 2020



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FINIS

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Cancel

Yes to ILI Symptoms - Location for Testing

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

*Where would you like to receive your COVID-19 test?

[Choose]

[Choose]

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Northwestern Memorial Hospital (259 East Erie Street, Chicago)

Northwestern Medicine Immediate Care Evanston (1704 Maple Avenue, Evanston)

Northwestern Medicine Immediate Care Aurora (2635 Church Road, Aurora)

Northwestern Medicine Immediate Care Bartlett (820 Route 59, Bartlett)

Northwestern Medicine Immediate Care Bloomingdale (235 South Gary Avenue, Suite 100, Bloomingdale)

Options for Patients to Request COVID-19 Testing

Order and Telehealth Visit Page (ILI Symptoms, Any Location)

COVID-19 Testing



Here's what we recommend for you.

You can review this information the next time you return to the symptom checker.

Schedule Video Visit Prim Care Return



In addition to going in for your test, we also recommend that you schedule a video visit to speak with your Primary Care Physician within the next week. If you do not see any availability within this timeframe, please call our Service Center at 1-855-457-6966 to speak with a representative.

[SCHEDULE APPOINTMENT](#)



Labs

SARS-CoV-2-NAT

An order will be placed for a COVID-19 Test. Please proceed to the testing site of your choice choosing. For a list of testing sites and locations, please visit our COVID-19 page on NM.org: <https://www.nm.org/conditions-and-care-areas/infectious-disease/covid-19>. For additional questions about testing sites, you can call our COVID hotline at 312.47.COVID.

If you are symptomatic:

1. Please stay quarantined at home and if possible, stay away from others, especially people who are at higher risk for getting very sick from COVID-19, such as older adults and people with other medical conditions
2. Monitor your symptoms. If your symptoms start to worsen (shortness of breath, wheezing, difficulty holding a conversation, or your fever is not able to be controlled by over the counter medications) please head to your nearest Emergency Room or call 911.

[Show All](#) ▾

[I ACCEPT THIS RECOMMENDATION](#)

Yes to Symptomatic Question – No to ILI Question (jumps to asymptomatic pathway for telehealth visit or messaging)

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms.



We'll reference **your chart** while you use this tool.



We'll provide you with next steps to take.

*Based on your answers, we recommend that you contact your Primary Care Physician for a consultation or call our Service Center to speak with a representative. How would you like proceed?

☐ Schedule a video visit with my PCP

☐ Send a medical advice message to my PCP through MyChart

☐ Speak with a Service Center representative

This is required

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[FINISH LATER](#)

[CANCEL](#)

Options for Patients to Request COVID-19 Testing

Asymptomatic RFV Question

COVID-19 Testing



You'll answer a series of questions to narrow in on your symptoms. We'll reference **your chart** while you use this tool. We'll provide you with next steps to take.


What is the reason for your COVID-19 test?

☐ Suspected exposure to COVID-19 ☐ Clearance to return to work or school ☐ Travel ☐ Other

Choosing reasons other than Suspected Exposure to COVID-19 will take the patient to the test ordering screen.

Asymptomatic Suspected Exposure

COVID-19 Testing




You'll answer a series of questions to narrow in on your symptoms. We'll reference **your chart** while you use this tool. We'll provide you with next steps to take.

*Based on your answers, we recommend that you contact your Primary Care Physician for a consultation or call our Service Center to speak with a representative. How would you like proceed?

☐ Schedule a video visit with my PCP ☐ Send a medical advice message to my PCP through MyChart


☐ Speak with a Service Center representative

 This is required

Asymptomatic w/ Suspected Exposure - Send MyChart Message

COVID-19 Testing

Here's what we recommend for you.
You can review this information the next time you return to the symptom checker.

 You can send a message to your Primary Care Physician by selecting their name [here](#).

Options for Patients to Request COVID-19 Testing

Asymptomatic w/ Suspected Exposure - Service Center Call

COVID-19 Testing



Here's what we recommend for you.

You can review this information the next time you return to the symptom checker.



You can speak with a Service Center representative at 1-855-457-6966.

Asymptomatic w/ Suspected Exposure Telehealth Visit

COVID-19 Testing



Here's what we recommend for you.

You can review this information the next time you return to the symptom checker.

Schedule Video Visit Prim Care Return



You can speak with a Service Center representative at 1-855-457-6966.

[SCHEDULE APPOINTMENT](#)

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