

# 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\*:

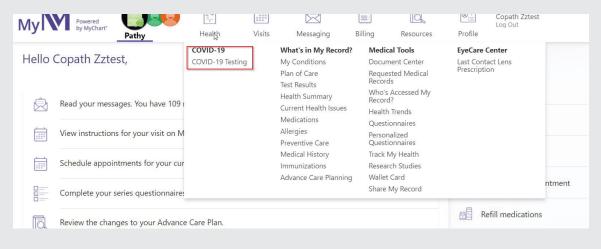
\*Please note that, as with all COVID-19 ordering protocols, these methods are subject to change.

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**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.

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



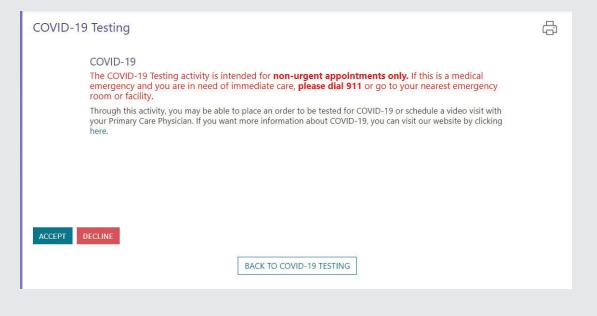
#### **Access from Quick Links**

Hello Copath Zztest,	Quick Links
Read your messages. You have 109 new messages.	COVID-19 Testing
	View test results
	(?) Ask a question
Schedule appointments for your current health reminders. 2 reminders need your attention.	Schedule an appointment
Complete your series questionnaires. There are 3 assigned.	

#### Self-Triage Start Page

COVID-19 Testing		
2.	•	
You'll answer a series of questions to narrow in on your symptoms.	We'll reference <b>your chart</b> 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**





#### 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 <u>COVID-19 page</u> 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

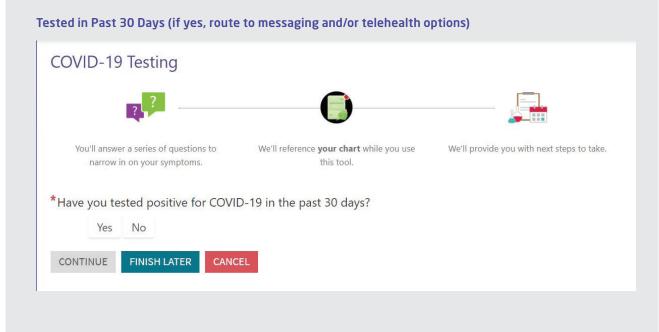
Your Primary Care Physician listed in our system does not appear to be an employee of Northwestern

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.

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#### 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.

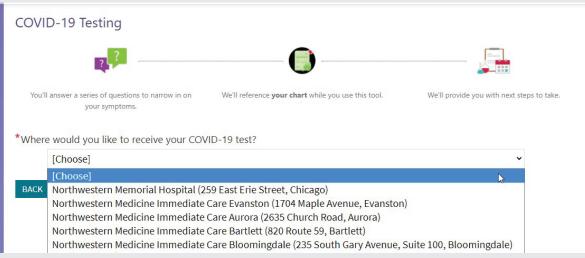




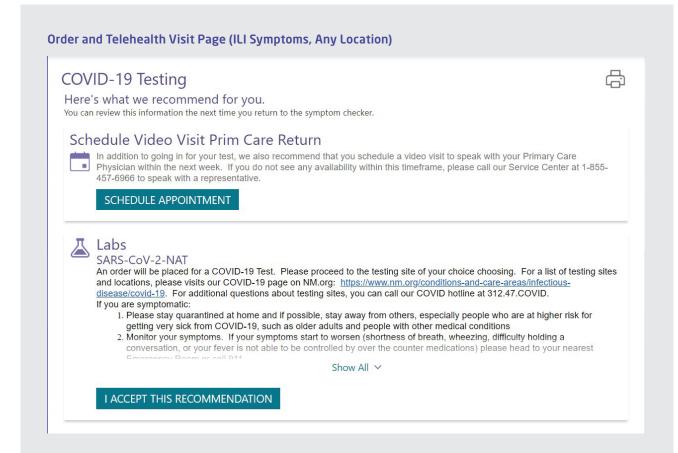
COVID-19 Testing		
? ?		
You'll answer a series of questions to narrow in on your symptoms.	We'll reference <b>your chart</b> while you use this tool.	We'll provide you with next steps to take.
Are you symptomatic right now?		
Yes No		
CONTINUE FINISH LATER CANCEL		
	BACK TO COVID-19 TESTING	
s to Symptomatic Question - IL	L Question	
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	We'll reference <b>your chart</b> while you use this tool.	We'll provide you with next steps to take.
COVID-19 Testing	We'll reference <b>your chart</b> while you use this tool.	We'll provide you with next steps to take.
COVID-19 Testing Qu'll answer a series of questions to narrow in on your symptoms. * Are you experiencing any of the Select all that apply.	We'll reference <b>your chart</b> while you use this tool. following symptoms?	We'll provide you with next steps to take.
COVID-19 Testing Qu'll answer a series of questions to narrow in on your symptoms. * Are you experiencing any of the Select all that apply.	We'll reference <b>your chart</b> while you use this tool.	We'll provide you with next steps to take.
COVID-19 Testing You'll answer a series of questions to narrow in on your symptoms. * Are you experiencing any of the Select all that apply. Fever of 100.0° F or greater Chills New or worsening cough	We'll reference <b>your chart</b> while you use this tool. following symptoms?	We'll provide you with next steps to take.
COVID-19 Testing You'll answer a series of questions to narrow in on your symptoms. *Are you experiencing any of the Select all that apply. Fever of 100.0° F or greater Chills New or worsening cough Chest discomfort	We'll reference <b>your chart</b> while you use this tool. following symptoms?	We'll provide you with next steps to take.
COVID-19 Testing You'll answer a series of questions to narrow in on your symptoms. * Are you experiencing any of the Select all that apply. Fever of 100.0° F or greater Chills New or worsening cough Chest discomfort Myalgia (new muscle pain, New onset headache	We'll reference <b>your chart</b> while you use this tool. following symptoms? r (what is your current temperature)	We'll provide you with next steps to take.
COVID-19 Testing You'll answer a series of questions to narrow in on your symptoms. * Are you experiencing any of the Select all that apply. Fever of 100.0° F or greater Chills New or worsening cough Chest discomfort Myalgia (new muscle pain, New or worsening shortne	We'll reference <b>your chart</b> while you use this tool. following symptoms? r (what is your current temperature)	We'll provide you with next steps to take.
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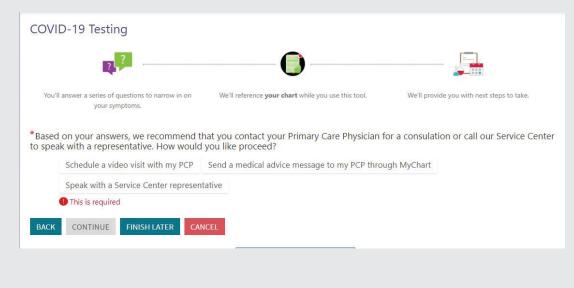
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You'll answer a series of quest narrow in on your symptor		V	Ve'll refe	rence <b>yc</b> tł	<b>our char</b> nis tool.	<b>t</b> while	you use	We'll provide you with next steps to take.
nen did your symptoms	first star	+?						
MM/DD/YYYY	J. Jrg		Dece	ember	2020		»	
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Yes to Symptomatic Question - No to ILI Question (jumps to asymptomatic pathway for telehealth visit or messaging)

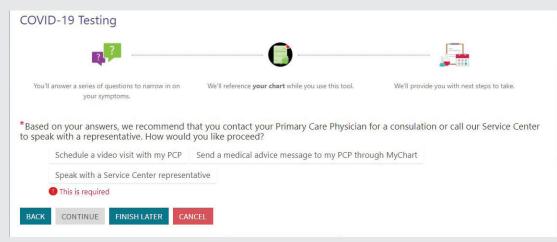




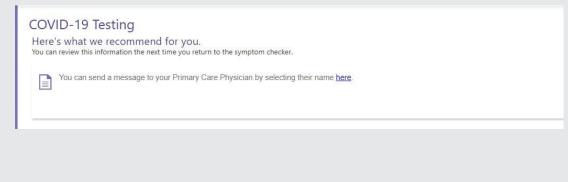
mptomatic RFV Question		
OVID-19 Testing		
R. ?		
You'll answer a series of questions to narrow in on your symptoms.	We'll reference <b>your chart</b> while you use this t	tool. We'll provide you with next steps to take.
hat is the reason for your COVID-19 tes	st?	
Suspected exposure to COVID-19	Clearance 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



#### Asymptomatic w/ Suspected Exposure - Send MyChart Message





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