Cancer Center Appointment Confirmation Scripting

Hello, this is XXX calling from XXX

I am calling regarding your appointment with Dr. XXX tomorrow (or Monday). Given the issues surrounding COVID-19 (coronavirus), we are calling to confirm your appointment and that you are healthy enough to attend. For patient and staff safety, I have a few questions for you.

1. Do you have or have you had a fever of $\geq$100.0 in the last 24 hours or have you taken medicine to reduce a fever?
2. Do you have a new or worsening cough, or any other respiratory symptoms? (Sore throat, shortness of breath/difficulty breathing).
3. Do you have a new loss of smell or taste within the last 14 days?
4. Do you have chills or muscle pain?
5. Have you or anyone living with you been tested for Covid-19 in the past two weeks?
6. If yes to previous question, do you know the results of any Covid testing?

If yes to these symptoms:
I will have a nurse call you to discuss these symptoms and how to proceed prior to your visit. Please do not come without speaking with our clinical staff.

If no to these symptoms proceed with the following:
If any symptoms develop between now and your appointment time, please contact us to determine if it is appropriate for you to keep your appointment.

For the continued safety of patients, physicians, staff and the community, the cancer center is adhering to Northwestern Medicine's no-visitor policy as well as requiring masks while in the building. Many people with covid-19 may be symptom free and masking helps limit exposures and transmissions to protect everyone. We will supply you with a mask as you enter the building.
Thank you for your understanding. This is a stressful time and we appreciate your help in reducing the spread of infection.

If leaving a message:
Please also indicate that pt should call our office right away and do NOT come for appointment if having any symptoms, or if patient or anyone living with patient has been tested for covid within the past 14 days and is covid positive or waiting for results.

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