

When calling patients to set up an appointment:

- Inform patients that the San Francisco Department of Public Health requires they have a PCR test done 3-4 days before their appointment. Patients can contact their primary care physician or they can access a free test at CityTestSF. The PCR test (nasal swab) is the correct test to have—not blood or other type of testing.
- Instruct patients that we will call to confirm their appointment with us approximately 24 hours in advance and that they must answer the phone when we call, or we cannot keep the appointment. We have to ask them health screening questions 24 hours prior to the appointment and we must do this by speaking to the patient, not via voicemail.

When calling patients to confirm their appointment 24 hours prior:

- Ask the following three screening questions and go through each one of the symptoms in question #3.
- **If the patient answers “YES” to any of the questions below, appointment must be rescheduled.**
- If patient answers “NO” to **ALL** questions below, remind patient of their appointment time and let them know the following:
 - No early or late arrivals
 - No other people can accompany the patient to the appointment, unless it is for translation or it’s a medically necessary caregiver. The person accompanying them will be asked the screening questions at the visit. Any person who shows up with the patient who is not necessary will be asked to wait outside the building.

Patient Screening Questions:

1. Within the last 10 days have you been diagnosed with COVID-19 or had a test confirming you have the virus?
2. Do you live in the same household with, or have you had close contact* with someone who in the past 14 days was diagnosed with COVID-19 or had a test confirming they have the virus?
3. Have you had any one or more of these symptoms today or within the past 24 hours, which is new or not explained by a pre-existing condition?

- Fever, Chills, or Repeated Shaking/Shivering
- Cough
- Sore Throat
- Shortness of Breath, Difficulty Breathing
- Feeling Unusually Weak or Fatigued
- Loss of taste or smell
- Muscle pain
- Headache
- Runny or congested nose
- Diarrhea

***The SF Dept. of Public Health defines **Close Contact** as:**

You are a close contact of a COVID-19 positive person if, from 48 hours before their symptoms began, the person with COVID-19:

- **Lived or stayed overnight with you**
- **Was your intimate sex partner**
- **Took care of you or you took care of them**
- **Stayed within 6 feet of you for more than 10 minutes while they were not wearing a face mask**
- **Exposed you to direct contact with their body fluids or secretions (e.g., coughed or sneezed on you) while you were not wearing a facemask, gown, and gloves.**