

UCSF Department of Radiology and Biomedical Imaging

Process for One Medical One Group Adult Chest X-Ray Ordering and Exam during COVID-19

Process Summary:

Any One Medical (OM) patient with respiratory or COVID-19 symptoms, who has not had a negative COVID-19 test in the past 48-hours, and needs a chest x-ray, is being directed to a UCSF Respiratory Screening Center (RSC).

OM providers will order a chest x-ray by faxing all necessary documents to the UCSF COVID Centralized Scheduling Team. The UCSF COVID Centralized Scheduling Team will place the order for a chest x-ray and send patient to a Respiratory Screening Center (RSC) mobile location within 24 hours and schedule the patient’s exam.

Situation	Action
1. <i>If a UCSF Radiology front desk staff receive a OM chest x-ray order via fax/eFax for a patient with respiratory or COVID-19 symptoms</i>	<ul style="list-style-type: none"> The Radiology front desk staff will fax the order to the COVID Centralized Scheduling Team – fax: (415) 514-8095
2. <i>If a OM patient (not COVID negative) arrives at a Radiology front desk with a chest x-ray order (that was not scheduled by the UCSF COVID Centralized Scheduling Team)</i>	<ul style="list-style-type: none"> The Radiology front desk staff member will take the patient’s phone number and ask the patient to leave the waiting area and/or go back to their car. A Radiology staff member will call the Respiratory Service Center (RSC) provider line (415) 514-2850. The Respiratory Service Center (RSC) will contact the patient and try to schedule the patient ASAP.
3. <i>If a One Medical patient has tested negative for COVID within the last 48 hours and requires a chest x-ray, then the x-ray order will be submitted to Radiology directly via eFax.</i>	<ul style="list-style-type: none"> The patient can be seen at any of the Radiology x-ray location on a walk-in basis. One Medical will be REQUIRED to provide the patient with a clearance letter stating that they have tested negative for COVID-19 in the past 48-hours. This letter will allow One Medical patients to enter UCSF clinical sites to receive radiology services for 48 hours.
4. <i>If a One Medical patient arrives at Radiology for a chest x-ray with a valid clearance letter but is showing symptoms</i>	<ul style="list-style-type: none"> The Radiology front desk staff member should take the patient’s phone number and ask the patient to leave the waiting area and/or go back to their car. A Radiology staff member should call the RSC provider line (415) 514-2850. The RSC will contact the patient and try to schedule the patient ASAP.

Key Contact Numbers

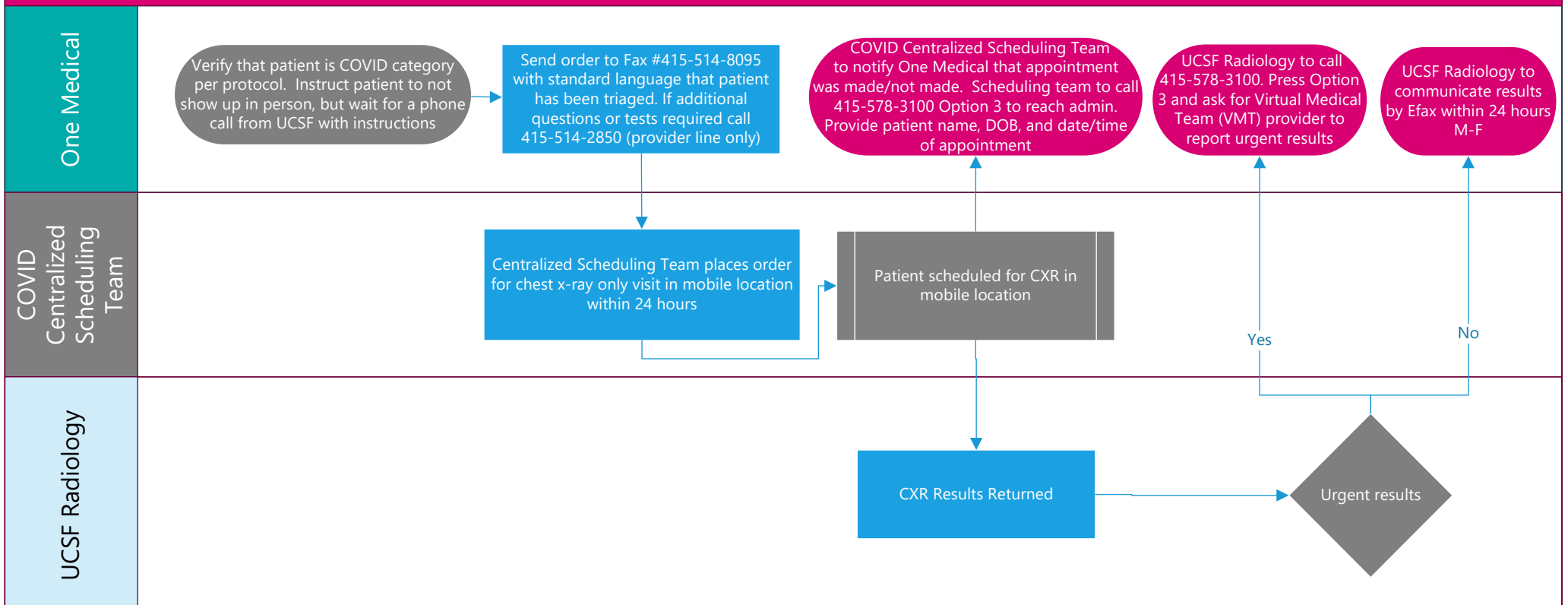
- UCSF COVID Centralized Scheduling Team Fax: (415) 514-8095
- UCSF RSC Provider Only Phone: (415) 514-2850
- One Medical Virtual Medical Team: (415)-578-3100

Chest x-ray availability
Monday – Sunday 8AM-6PM

Monday – Sunday 8AM-6PM

One Medical Adult CXR Scheduling Workflow

4/8/20



One Medical Chest X-ray Ordering During COVID-19

Q. How will UCSF manage One Medical patients who need a chest x-ray, with respiratory or COVID-19 symptoms, who have not had a confirmed COVID-19 negative test?

A. Any patient with respiratory or COVID-19 symptoms, who has not had a Negative COVID-19 test in the past 48-hours, is being redirected to a UCSF Respiratory Screening Clinic (RSC). One Medical providers can order a chest x-ray by faxing all needed documents to the UCSF COVID-19 Centralized Scheduling Team. This team is receiving faxes at (415) 514-8095. The Centralized Scheduling Team will contact the patient to schedule the chest x-ray and notify One Medical that the appointment was made.

Q. How will UCSF manage COVID-19 negative patients needing a chest x-ray?

A. If a patient has tested negative for COVID-19 within the last 48 hours and requires a chest x-ray, then the x-ray order should be submitted to [Radiology directly](#) via eFax. The patient will be seen at any of the Radiology x-ray [locations](#) on a walk-in basis. One Medical will be REQUIRED to provide the patient with a letter stating that they have tested negative for COVID-19 in the past 48-hours. This letter will allow One Medical patients to enter UCSF clinical sites to receive radiology services for 48 hours. This letter MUST HAVE an expiration date in order to be considered valid.

Q. What if the 1 view x-ray from the RSC portable doesn't capture what we are looking for?

A. A single view x-ray should be sufficient. A lateral view x-ray won't provide much more diagnostic quality. Of note, many COVID-19 patients have negative CXRs and the lateral would be diminishing returns. There is no data to perform other views.

Q. Can 2 views be obtained with the portable in the RSC?

A. AP or PA 1-view chests are obtained via portable equipment. A 2-view or lateral view cannot be obtained with a portable with good, diagnostic quality. In-room equipment uses a moving grid and yields the best results with the lateral image.

Q. What is the turn-around-time that One Medical providers could expect their 1-view x-ray to be resulted?

A. One Medical will receive results within 24 hours of when the chest x-ray is performed Monday-Friday. Results for chest x-rays on Saturday or Sunday will be sent on Monday. Urgent findings will be communicated by UCSF Radiology to the One Medical virtual team by phone and standard results will be sent by eFax.

Q. What type of findings would be considered urgent – where a UCSF Radiologist would contact One Medical by phone?

A. We will continue to use standard policies with reporting of urgent *unexpected* findings (such as pneumothorax, possible lung cancer, etc). Pneumonia is not considered an unexpected finding. If that is the indication for the exam, a call would not be made – these results would be provided via eFax.