**Patient Calls for an Appointment, or any inquiry by selecting Option 1 when prompted:**

* FOA/Operator:  “MemorialCare Medical Group how may I help you”
* Patient:  “I want to make an appointment/leave a message for\_\_\_\_\_\_\_\_\_\_” , *demographics collected, PCP of choice selected………*
* FOA/Operator:   “Which day/time are you interested in coming in, and ***Reason for your visit***”…..

**IF** Reason for appointment:  *“Fever, Out of Country travel (watch list areas), Ebola screening*,**”** will Trigger the use of the Ebola SCREENING TOOL.

Ebola Screening Tool Utilized:   If ***NO*** is the answer to all questions, operator proceeds with appointment scheduling/or message routing,

* + **If *YES* is the answer to any questions on the screen, and/or, they or a contact have traveled to a country on the CDCs Watch List for Ebola (Guinea, Liberia, Sierra Leone, Mali) , (see below)**

**PLAN:   (script)**

“Based off of your answers to the questions I just asked, you will need further screening at an emergency room”.  “The preference of transportation with your symptoms warrants an Emergency Medical Service (EMS/911) transfer”.  You could either call 911 yourself, or you and I can conference call together.”  “What would be your preference?”

*Note:* any additional questions asked by the patient regarding their condition/transportation/family, etc. should be referred to the ER or EMS upon arrival.