

AMAZING PEOPLE DOING AMAZING THINGS

This forum is designed to highlight *amazing efforts* by staff during our Covid-19 response, including the exceptional care and support that is being provided to our patients, community, and each other.



Dr. Bernard

A huge shout out to **Ellen Bernard**, DO, Medical Director, Family & Internal Medicine, Core Physicians, and **Jennifer Jones**, MD, Medical Director, Pediatric Medicine, Core Physicians. In March, Dr. Bernard and Dr. Jones collaborated to develop a COVID-19 Telephone Triage Protocol for Core's adult and pediatric patients. The algorithms were rolled out to all Core triage nurses at the same time Core's Respiratory Clinic and the mobile Covid-19 testing clinic opened on the Hospital campus. The tool is designed to ensure standardized guidelines when assessing patients to facilitate appropriate care.



Dr. Jones

Recently, Core's adult Covid-19 triage algorithm was featured during a national webinar, "Telephone Triage and COVID-19," offered by the American Academy of Ambulatory Care Nurses (AAACN). It was presented as an example of a high quality, evidenced based algorithm that should be shared with nurses and health care organizations across the country. Over 2000 nurses attended the webinar.

"I'm so grateful to Core Physicians for sharing this tool for inclusion in the webinar," says Carol Rutenberg, MNSc, RN-BC, C-TNP, who presented the webinar. Carol is a nationally-recognized nurse consultant and respected expert in telephone triage. "Please pass on our thanks and admiration for the work your team has done to develop this tool. I know I can also speak for the AAACN and the many nurses and colleagues who will benefit from your generosity."

Core's telephone triage algorithms continue to be updated to reflect changing CDC and organizational guidelines and workflows. Thank you to Dr. Bernard and Dr. Jones, and to all the triage nurses at Core Physicians, for ensuring safe and high quality care to our patients during this public health crisis. Thanks also to **Maura Carriel**, RN, Clinical Educator, Core Physicians, who originally submitted Core's Triage Protocol to the American Academy of Ambulatory Care Nurses. **AMAZING PEOPLE DOING AMAZING THINGS – WORKING TOGETHER AS ONE!**