



Provider Alert
Baltimore City Providers
COVID-19 Testing Availability

MedStar Family Choice (MFC) has been asked by the Baltimore City Health Department to share the attached information to our contracted providers in Baltimore City. This communication includes information on tent testing locations within Baltimore City and how to ensure your patients have access to adequate COVID-19 testing.

In addition to the information provided by Health Department, MedStar Family Choice members and all Baltimore City residents can access COVID-19 screening through MedStar Health eVisit. **For individuals who require testing, all MedStar Health Urgent Care locations provide COVID-19 testing.** The following MedStar Health Urgent Care locations are available in Baltimore City and Baltimore County:

1420 Key Highway
Suite 200
Baltimore, MD 21230
(410) 230-7820

6317 York Rd
Baltimore, MD 21212
(443) 777-6890

8605 Ridgely's Choice Dr
Baltimore, MD 21236
(410) 248-2310

In addition, there is a specific COVID-19 testing tent available through MedStar Health. Individuals who have been screened by MedStar eVisit, a MedStar Health provider, or have been referred by the health department are eligible for testing at this location.

1425 Key Highway
Baltimore, MD 21230

As a reminder, MedStar Family Choice is reimbursing participating MFC providers for visits rendered through telehealth. Please visit [MedStarFamilyChoice.com](https://www.medstarfamilychoice.com) for additional guidance. (COVID-19 Provider Alerts are available at <https://www.medstarfamilychoice.com/maryland-healthchoice/for-maryland-healthchoice-physicians/provider-newsletters/covid-19-updates/>.)



To: **Baltimore City Healthcare Providers**

From: **Dr. Shelly Choo, Baltimore City Medical Officer:**

Baltimore City Health Department, in conjunction with our partners, is working on expanding COVID-19 testing in Baltimore City.

Clinicians can now refer patients to testing tents via CRISP. Clinicians credentialed in CRISP can refer patients who should be tested to a testing site. Patients must have an appointment to receive a test. More information on how to make referrals and schedule appointments, and delivering test results, is attached and below. Please help us preserve our limited supply of tests to those who meet CDC and MDH prioritization criteria; mildly ill patients should be counseled to recover at home, and should not be tested. Asymptomatic individuals should not be tested at the tents at this time.

We have a limited supply of test kits, and appointments can fill up quickly. We are working hard to increase our supply of test kits, and increase the number of appointment slots are available. New appointments are added every few days.

Attached please find:

- (1) General information for clinicians about COVID-19 testing in Baltimore
- (2) Information about how to refer a patient for testing in CRISP

Some additional information:

- An appointment is required. Patients should not arrive at the tent without an appointment.
- Providers should refer a patient to the tent through the CRISP system. Other orders will not be accepted at the tent.
- Please refer patients meeting CDC guidelines. In most cases, asymptomatic and mildly ill patients should not be prioritized for testing.
- A provider can place a referral even if the appointments are filled. The patient will be notified there are no appointment times available when they try to make an appointment. Appointment availability is determined by testing supplies.
- Patients who cannot make appointments via email or a website can call the CRISP support line to make an appointment: 866-984-4405
- Providers who refer patients will receive test results via fax or in CRISP. Referring providers are responsible for informing patients of their results.
- Patients will need to bring their confirmation to the site. They will receive the confirmation number after making the appointment.
- Counsel patients to remain in isolation while awaiting test results, and if their results are positive.

Information for Providers on COVID-19 Testing Availability in Baltimore City

April 16, 2020

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How can my patient be tested for COVID-19?

Testing for COVID-19 remains limited in Baltimore City. However, there are increasing options for patients to get tested:

1. Provider referral for testing at testing tents
 - Providers credentialed in CRISP can provide referrals to certain testing tents across the state. This includes the VEIP testing sites and in Baltimore City the testing site at Mondawmin Mall.
 - After receiving a referral, patients self-schedule an appointment. Patients require an appointment and confirmation number to be tested. Appointments are limited, pending test availability.
 - More information on these testing locations and how to refer patients is below.
2. Call Centers
 - Any resident of the central Maryland region can call 2-1-1. Patients will be triaged based on symptoms and risk factors. **Telehealth services are available to patients with moderate symptoms without insurance or without a primary care physician.** Patients meeting CDC's testing criteria may be offered a test, pending test availability.
 - Esperanza center (667-600-2314, Monday-Friday 9 AM – 5 PM) offers a Spanish-English bilingual call center with telehealth services. Patients meeting CDC's testing criteria may be offered a test, pending test availability.
3. Urgent Care
 - Several urgent care centers offer testing on a limited basis. Patients are advised to call ahead to determine availability. Some urgent cares have telehealth options.
4. Local providers can provide testing to their patients if they have access to adequate PPE and availability of NP, OP, or nasal swabs through a commercial laboratory. Swab collection must occur in the provider's office – LabCorp and Quest will not collect NP/OP samples at their phlebotomy sites

Counsel patients to isolate before and immediately after their testing is complete. Counsel their household contacts to remain quarantined until testing results are completed. (See Isolation and Quarantine instructions below)

How do I use CRISP to get my patient tested for COVID-19?

- Providers credentialed in CRISP can place a referral for COVID-19 for their patients. The referral will generate a link for an appointment for patients.
- Providers should follow CDC testing criteria and the Maryland Department of Health when referring patients. Testing supplies remain limited. More information on testing criteria is provided below.

- Patients use the scheduling link to access a schedule of testing locations. These include the MDH VEIP drive through sites and the Mondawmin tent in Baltimore City. A car is not needed to access testing at the Mondawmin tent.
- Patients can choose a testing site and location. After selecting an appointment slot, they receive a confirmation number.
- Patients attend the appointment
- **An appointment and confirmation number is required for the VEIP testing sites and Mondawmin tent.**
- A paper copy of the results will be faxed back to the provider. A copy of the results will also be available in CRISP. The provider who placed the referral in CRISP should contact the patient with their test results.
- Counsel patients to isolate before and immediately after their testing is complete. Counsel their household contacts to remain quarantined until testing results are completed. (See Isolation and Quarantine instructions below)
- Follow up with patients after their test to monitor their symptoms. Some patients have experienced worsening of symptoms around 5-9 days after symptom onset. Patients should be instructed to call their provider or seek medical attention if their symptoms worsen or need emergency assistance.

Which patients should I refer for testing via CRISP?

- On March 23, 2020, Maryland Health Secretary Neall issued a [Directive and Order Regarding Various Healthcare](#) matters, stating health care providers shall prioritize COVID-19 test orders to the following groups:
 - A. Hospitalized patients, who should be tested by the most expeditious means available (either a hospital lab, private lab, or the State Laboratory);
 - B. Symptomatic Emergency Medical Service Personnel, healthcare workers, and law enforcement personnel;
 - C. Symptomatic patients in nursing homes, long-term care facilities, or in congregate living facilities housing individuals who are medically fragile; OR
 - D. Symptomatic high-risk unstable patients whose care would be altered by a diagnosis of COVID-19
- Providers should not order a test or refer a patient for a tent appointment if they are asymptomatic.
- Baltimore City Health Department also recommends that patients with mild illness and without risk factors for severe disease not be prioritized for testing. Those patients should be counseled to stay home, following isolation and quarantine instructions, and call their provider or go to the Emergency Room if their symptoms worsen.
- Testing should be prioritized for those with moderate symptoms, and those with risk factors for severe disease.

Can I write a prescription for my patient for one of the testing tents?

- Patients should not arrive at the Pimlico or Mondawmin tent with prescriptions from their private providers.
- Providers can refer patients to the Mondawmin tent by placing a referral in CRISP. The referral will generate an appointment request, and patients can schedule an appointment at the tent. (see directions above).
- Patients can access the Pimlico tent by calling 2-1-1. Patients meeting CDC's testing criteria may be offered a test, pending test availability.

Can my patient show up at a tent without an appointment and be tested?

- Most testing tents in Baltimore are by appointment only.
- Patients are encouraged to get appointments for testing tents. This is to promote social distancing and reduce the risk of disease transmission at testing tent sites.

What about individuals who don't have health insurance or who don't have a primary care provider?

- People without health insurance and/or without a primary care provider can call 2-1-1 with testing questions. Telehealth services are available to patients with moderate symptoms without insurance or without a primary care physician. Patients meeting CDC's testing criteria may be offered a test, pending test availability.
- The Esperanza center (667-600-2314, Monday-Friday 9 AM – 5 PM) also offers a Spanish-English bilingual call center with telehealth services for people without insurance or primary care provider. Patients meeting CDC's testing criteria may be offered a test, pending test availability.

What do I tell my patients about isolation and quarantine?

- Patients who have symptoms consistent with COVID-19 should remain in isolation. Isolation instructions include:
 - Stay home except to get medical care. Do not go to work, school, or public areas.
 - If you must leave your home while you are sick, do not use public transportation
 - If possible, practice social distancing with other household members and avoid sharing personal household items
 - Continue good hygiene including frequent and thorough hand washing, and covering coughs and sneezes
 - Disinfection of 'high touch' surfaces
 - Wear a mask if they you to be around others or if you need to leave the house
- Close contacts of patients with suspected or confirmed COVID-19 should be given self-quarantine instructions. The purpose of the quarantine is to see if the close contact develop symptoms, and prevent the spread of illness to others. Self-quarantine instructions include:
 - Not leaving home except for seeking medical treatment. Do not go to work, school, or public areas.

- If possible, practice social distancing with other household members and avoid sharing personal household items
- Self-quarantine for 14 days after their last contact with the patient while the patient is infectious to others
- Monitor for symptoms of COVID-19 such as fever, cough, shortness of breath, or trouble breathing. Other early symptoms include chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose. If symptoms develop, contact your medical provider.

When can home isolation stop for someone who tests positive for COVID-19?

[CDC guidelines](#) provide two options for removing home isolation guidance for patients – test based and non-test based. The ‘test’ in this case refers to if a test is done to end home isolation. Each option is available to either confirmed patients (who had a COVID-19 test at the time of diagnosis) OR suspected patients (who were diagnosed based on symptoms and have not had a test to diagnose COVID-10).

- **Non test based:** (Patients will not have a test to determine if they are still contagious) Home isolation can stop when:
 - They have had no fever for at least 72 hours without the use of antipyretics
AND
 - other symptoms have improved (for example, when cough or shortness of breath have improved)
AND
 - at least 7 days have passed since your symptoms first appeared
- **Test based:** (Patients will have a test to determine if they are still contagious) Home isolation can stop when:
 - They have had no fever without the use of antipyretics
AND
 - other symptoms have improved (for example, when cough or shortness of breath have improved)
AND
 - they received two negative tests in a row, 24 hours apart.

COVID-19 Provider Updates

April 27, 2020

COVID-19 Quick Hits

Baltimore City Health Department Clinician Page [here](#) | Baltimore City COVID-19 [dashboard](#)

1. The Baltimore City Health Department has created new [guidance](#) for clinicians who have patients on COVID-19 testing availability in Baltimore City. The state's list of current testing sites can be found [here](#).
2. The City Emergency Operations Center (EOC) shared information on how healthcare facilities can access a decontamination service for N95 respirators -see page 2
3. Volunteer staffing opportunities -Maryland Responds Medical Reserve Corps (MRMRC). Visit <https://mdresponds.health.maryland.gov>.
4. Employment opportunities for healthcare professionals and support staff can be found in the following link: <https://www.smartrecruiters.com/lab/marylandmednow/>
5. The FDA [authorized](#) the first at-home test from LabCorp using nasal sample self-collection.
 - a) Testing availability is currently limited, with priority given to health care workers with doctors' orders
 - b) At this time, kits are not available in Maryland, New Jersey, New York, and Rhode Island due to laws prohibiting testing with at home sample collection
6. This week an expert NIH panel released a "[living document](#)" of COVID-19 treatment options and guidelines.
 - a) At present, no drug has been proven to be safe and effective for treating COVID-19.
7. Governor Hogan announced this week that the State of Maryland has [acquired](#) 500,000 COVID-19 tests in a partnership with South Korea. The Baltimore City Health Department will keep clinicians informed as more information becomes available about these tests.
8. New employees at nursing homes and assisted living facilities are in need of clinician appointments. Recently hired employees need medical clearance and immunizations to begin work at these critical locations. CDC [recommends](#) that adults continue to receive immunizations during the pandemic in cases of compelling need.

Maryland Department of Health (MDH)

Local Information

Other MDH Resources

1. MDH has updated their answers to most frequently asked testing questions [here](#). (4/16)



Centers for Disease Control and Prevention (CDC)

Guidances

1. Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19 [link](#) (4/20)
2. CDC Healthcare Infection Prevention and Control FAQs for COVID-19 [here](#). (4/19)

Resources

1. COVID-19 Surge: spreadsheet tool to estimate surge for hospital-based services [Link](#) (4/21)
2. CDC modeling of COVID-19 death forecasts nationwide and at state level [link](#) (4/21)

COVID-19 Clinical Management Links

1. Society of Critical Care Medicine: [Critical Care for the Non-ICU Clinician](#) – free, online modules & other training resources
2. Emory’s Infectious Disease Department maintains a weekly curated summary of the latest COVID-19 clinical management literature. You can find it [here](#).
3. The American Society for Microbiology maintains a COVID-19 literature registry addressing diagnostics, treatment, and other topics. You can find it [here](#).

Research Spotlight

1. CDC MMWR Report. Assessment of SARS-CoV-2 Infection Prevalence in Homeless Shelters — Four U.S. Cities, March 27–April 15, 2020. [link](#)
2. CDC MMWR Report. COVID-19 Outbreak Among Three Affiliated Homeless Service Sites — King County, Washington, 2020. [link](#)
3. He et al. Temporal dynamics in viral shedding and transmissibility of COVID-19. Nature Medicine. 15 April 2020. [link](#)

Telehealth Resources

1. National Council for Behavioral Health Best Practices for Telehealth During COVID-19 Public Health Emergency [link](#)
2. CMS General Provider Telemedicine Toolkit [link](#)
3. American College of Physician Telemedicine Checklist [link](#)

N95 Decontamination Service

The City Emergency Operations Center (EOC) shared information on how healthcare facilities can access a decontamination service for N95 respirators through Battelle CCDS (Critical Care Decontamination System). A Baltimore location is coming soon that will service the state. More information is available on their website including [FAQ’s](#), [instructions](#), and [Fact Sheets](#). To get started, visit www.Battelle.org/decon and fill out the enrollment form.

A few additional notes:

- Heavily soiled masks with blood, make-up, or oil on them are not able to be decontaminated
- Estimated turn-around time may be approximately 72 hours
- Battelle recommends using FedEx as the courier for this service

Baltimore City Health Department

Letitia Dzirasa, M.D., Commissioner of Health

Status of Baltimore City Health Department

Updated April 16, 2020 at 3:00pm

Clinical Services

1200 E. Fayette is Open by Appointment Only. Operating Hours are from 9:00 AM - 4:00 PM. Call: 443-835-0398.

- **Dental Clinic/Oral Health Services**
- **Family Planning & Reproductive Health**

- **Immunizations**
- **STI/HIV/PrEP/HepC**

- **Tuberculosis**
- **Health Care on the SPOT Van**

Population Health

- **Syringe Exchange**

For locations and times, visit:

<https://health.baltimorecity.gov/hiv-std-services/community-risk-reduction>

- **Non-Emergency Medical Transports**

Operations focused on life sustaining transports (e.g., Dialysis, radiation, chemotherapy, physical therapy), hospital discharges, ambulance discharges/transfers from acute care where the diagnosis is specifically COVID-19

- **Naloxone Trainings**

Older Adults

- **Social Needs Navigation**

Telephonically and referral from Hospital or clinics through Accountable Health Communities

- **Maryland Access Point Call Line**

Expanded response due to COVID-19, contact at: 410-396-CARE (2273)

- **Adult Evaluation and Review Services (AERS)**

- **Long Term Care Ombudsman**

- **Senior Centers**

- **Home Delivered Meals**

Expanded response due to COVID-19

- **Congregate Meals**

- **Adult Public Guardianship**

Telephonically

- **Home and Community Based Waiver Services**

Environmental Health

- **Environmental Inspections**

- **Animal Services**

Chronic Disease Prevention

- **Lead Prevention Services**

- **Virtual Supermarket**

- **Community Asthma Program**

- **Youth & Trauma Services**

Maternal and Child Health

- **Baltimore Infant and Toddlers Program**

- **Baltimore City WIC**

In-person appointments suspended until further notice and new and existing clients can connect to WIC by calling 410-396-9247 or 410-396-9423

- **Maternal Infant Care Serices**

Crib deliveries and telephone-based support available in emergency situations to families who qualify through HealthCare Access Maryland: 410-949-2550

- **Care Coordination**



**BALTIMORE
CITY HEALTH
DEPARTMENT**

Symbols: ● Unaffected ● Modified ● Suspended

CALL 311 or 410-396-4398 for information on a particular service or a service that is not listed. For more information on COVID-19, visit coronavirus.baltimorecity.gov

Ordering COVID-19 Labs

To alleviate the need for COVID-19 testing among Maryland residents, drive-through COVID-19 testing is now available at select Vehicle Emissions Inspection Program (VEIP) sites throughout Maryland. CRISP is supporting COVID-19 lab order entry for eligible patients through our Unified Landing Page....

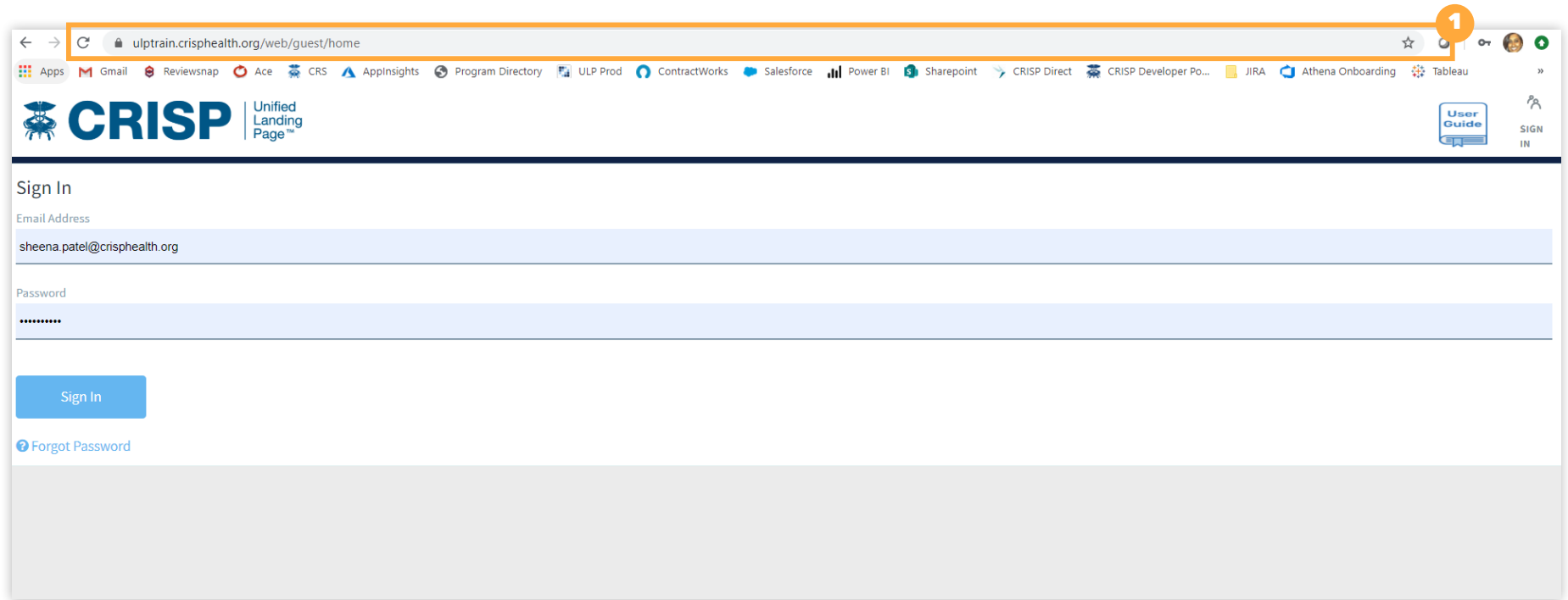
The overall statewide test ordering priority is as follows:

Health care providers shall prioritize COVID-19 test orders to the following groups:

- A. Severely ill hospitalized patients, who should be tested by the most expeditious means available (either a hospital lab, private lab, or the State Laboratory)
- B. Symptomatic Emergency Medical Service Personnel, healthcare workers, and law enforcement personnel (should be tested by available means)
- C. Symptomatic patients in nursing homes, long-term care facilities, or in congregate living facilities housing individuals who are medically fragile; OR
- D. Symptomatic high-risk unstable patients whose care would be altered by a diagnosis of COVID-19.



How To Order COVID-19 Labs



The screenshot shows a web browser window with the address bar displaying `ulptrain.crisphealth.org/web/guest/home`. The browser's address bar has a red circle with the number '1' next to it. The page header includes the CRISP logo and the text 'Unified Landing Page™'. Below the header, there is a 'Sign In' section with two input fields: 'Email Address' containing `sheena.patel@crisphealth.org` and 'Password' containing a series of dots. A blue 'Sign In' button is located below the password field. A link for 'Forgot Password' is also visible. The browser's taskbar at the top shows various application icons, including Gmail, Reviewsnap, Ace, CRS, AppInsights, Program Directory, ULP Prod, ContractWorks, Salesforce, Power BI, Sharepoint, CRISP Direct, CRISP Developer Po..., JIRA, Athena Onboarding, and Tableau. A 'User Guide' icon and a 'SIGN IN' button are also present in the top right corner of the page.

1 Login

Log into the CRISP Unified Landing Page at ulp.crisphealth.org

How To Order COVID-19 Labs

Apps Gmail Reviewsnap Ace CRS Applnsights Program Directory ULP Prod ContractWorks Salesforce Power BI Sharepoint CRISP Direct CRISP Developer Po... JIRA Athena Onboarding Tableau

CRISP Unified Landing Page

HOME CALIPR CENSUS VIEW PATIENT SNAPSHOT ENS PROMPT HEALTH RECORDS EMERGENT IMAGING PDMP IMAGING-WORKLIST COVID-19 LAB ORDER NO PATIENT: COVID-19 LAB ORDER

User Guide HELP SHEENA PATEL (SIGN OUT)

New Search
Patient Search

Last Name(Required) First Name(Required) Date Of Birth(Required)

gilbert grape 01 01 1984

PATIENT SEARCH

Gender: Male Female SSN

xxx-xx-xxxx

Patient Search Results

FIRST	LAST	DATE OF BIRTH	CRISP ID	GENDER	ADDRESS	MATCH SCORE	INCLUDE
Gilbert	Grape	01/01/1984	151672388	Male	4145 Earl C Adkins Dr River, WV 26000	Very Likely	<input checked="" type="checkbox"/>

SEARCH APPS

Usage Terms and Conditions
I understand that access to the health record is only available for patients with whom I have a treatment relationship and who have not opted out of the HIE, with the exception of data provided by the Maryland Prescription Drug Monitoring Program (PDMP), which is mandated by law.
I understand that as a participant in the HIE, our organization has a responsibility to make sure patients are aware, circumstances permitting, of their right to opt-out of non-PDMP clinical data prior to performing a query.

2 Searching Patient

Search a patient using First Name, Last Name, DOB.

3 Selecting Patient

Select the appropriate patient from the Patient Search Results list by checking the box in the "Include" column on the right-hand side of the screen.

3B If Patient Not Found

If the patient is not found in Patient Search, the patient may not have a CRISP record. Click the "No Patient: COVID-19 Lab Order" tab to manually complete a lab order form.

4 Generating Lab Order

If the patient is found in Patient Search, once you have selected your patient, click the COVID-19 Lab Order tab at the top of the screen.

How To Order COVID-19 Labs

ulp.crisphealth.org/web/guest/covid-19-lab-order

CRISP Unified Landing Page

HOME CALIPR CENSUS VIEW PATIENT SNAPSHOT ENS PROMPT HEALTH RECORDS EMERGENT IMAGING PDMP IMAGING-WORKLIST COVID-19 LAB ORDER NO PATIENT: COVID-19 LAB ORDER

User Guide HELP SHEENA PATEL (SIGN OUT)

COVID-19 Lab Order

5

Guidance And Advisories

The lab order form will allow your patient to be tested for COVID-19 at select Vehicle Emissions Inspection Program (VEIP) sites throughout Maryland. COVID-19 testing at these VEIP sites will only be available to individuals who are symptomatic and at high risk for complications from the disease, as determined by their health care provider. Once this form is submitted, your patient will receive an email with a confirmation code. The code is required for scheduling the appointment at a VEIP site. Your patient will have access to view all information included in your form submission below. [Click here](#) for more information regarding test order prioritization and screening. Contact CRISP Support at 877-952-7477 if you have issues regarding this form.

Patient Information

* First Name Middle Name * Last Name
Gilbert Grape

* Date of Birth (Format MM/DD/YYYY) * Gender
01/01/1984 Male

* Home Address 1 * Phone Number * Type
4145 Earl C Adkins Dr 111-222-3334 Home

Home Address 2 Alternate Phone Number Type

5 Completing Lab Order

The Lab Order Form will pre-populate demographics in the fields provided. Please note, all fields are editable and required fields are marked with an asterisk. Complete the form and update any demographics as necessary.

A Be sure to enter and/or verify the patient's email address to ensure the order confirmation code can be sent directly to them

B Please note, the content within the order form will be viewable by the patient.

How To Order COVID-19 Labs

The form contains the following fields and sections:

- Date of Birth (Format MM/DD/YYYY):** 01/01/1984
- Gender:** Male
- Home Address 1:** 4145 Earl C Adkins Dr
- Phone Number:** 111-222-3334
- Type:** Home
- Home Address 2:** (Empty)
- Alternate Phone Number:** (Empty)
- Type:** (Empty)
- City:** River
- State:** WV
- Zip:** 26000
- Email:** (Empty)
- Physician:**
 - Name:** (Empty)
 - NPI:** (Empty)
 - Phone Number:** (Empty)
- Organization:**
 - Name:** Sinai Hospital of Baltimore
 - Fax Number:** (Empty)
 - Address 1:** (Empty)
 - Address 2:** (Empty)
 - City:** (Empty)
 - State:** (Empty)
 - Zip:** (Empty)
- Additional Information:**
 - Optional Note for Testing Facility:** Please document any special accommodations.

The **Submit** button is highlighted with a blue box and an orange circle containing the number 6.

6 Submitting Lab Order

Click submit to place the lab order.

How To Order COVID-19 Labs

7

Print

Order Confirmation

Order submitted successfully.
Patient: Gilbert Grape
Order Confirmation Code: Grape00424

Patient Instructions

Your patient will receive an email with their Order Confirmation Code (above) and a link to the self-scheduling site. We recommend reading the code to the patient to ensure they have it readily available. If the patient needs assistance to schedule their test, you may schedule for them by clicking Lab Scheduling Tool or they may call 866-984-4405.

Ordering Physician	Organization	Date Requested
d	LBH_SHB	2020-03-24

Patient Information

First Name Gilbert	Middle Name	Last Name Grape
Date of Birth (Format MM/DD/YYYY) 01/01/1984	Gender Male	
Home Address 1 4145 Earl C Adkins Dr	Phone Number 111-222-3334	Type Home

7 Confirmation

A confirmation page will appear with the patient's name and order confirmation code. The order confirmation code is required for your patient to schedule a testing at one of the designated testing sites, please share this information with your patient once the system generates the confirmation.

- A Share the confirmation code with your patient and tell them to expect an email.
- B We recommend printing the confirmation for your records.