

Healthcare Access & COVID-19 Symptom Screener



Start Here

Now that we've covered food and medications, it's time to make sure that you know how to get a hold of a Mount Sinai doctor by phone if you feel you need one.

Do you have a doctor at Mount Sinai that you would feel comfortable calling with any questions or concerns while you're managing at home?

No

That's great. And since there is so much fear right now around the Coronavirus I want to encourage you not to hesitate to contact that doctor if you become worried for you or for anyone else in your family. That's why they are available to you. I also want to make sure you know how to recognize and respond to symptoms of the COVID-19 coronavirus.

Can I walk you through that information?

Yes

Most people with symptoms will not have the Coronavirus and most people who have it will be able to recover at home. But if you have a fever or a cough that doesn't seem to be getting better after a few days, it's a good idea to talk to a doctor.

If the fever gets a lot worse or you have difficulty breathing that is definitely a scenario where you would want to call 911.

Document outcome and continue to next section

Yes

Ok, no problem. **Do you have access to the internet?**

No

Ok, let's spend a few minutes making sure that we fix that. Mount Sinai has worked really hard in this area and we've got options for you.

Do you have a phone that lets you download apps?

Yes

Great. Mount Sinai has an app called "Sinai Now" that connects you to a doctor within minutes who you can have a video visit with. If you have a phone that can download apps, this is absolutely the best option for you. The doctors are available 24/7 it's a resource that's available not just to you, but to anyone in your family. The service is \$25 but your insurance may cover it.

Would you like me to help you set up the Sinai Now app?

No

Great. There are two ways to get to a doctor using the internet.

Do you want me to run through those?

Yes

Ok great. The first is a video visit over the internet and the second is connecting to your own doctor through Mount Sinai's online portal called MyChart which is like an email box where you can send and receive a message from your doctor.

Would you like me to walk you through how to use either of those while we're on the phone?

Yes

Refer to **Telehealth resources** in outreach manual

Document outcome and continue to next section

No

No problem, you can call **1-844-463-2778** to speak with a Mount Sinai provider

Document outcome and continue to next section

Yes

No problem. If you change your mind you can call us back during business hours at **212-241-7228**. There you'll get a mailbox that is checked every 15 minutes and someone will get back to you promptly.

Document outcome and continue to next section