

March 19, 2020

## **URGENT MESSAGE FOR HEALTHCARE PROVIDERS**

**CLINICIAN HOTLINE for COVID-19 TESTING through the MDHHS Bureau of Laboratories (BOL)**

**MICHIGAN COVID-19 LABORATORY EMERGENCY RESPONSE NETWORK (MI-CLERN): 1-888-277-9894  
(open 24 hours/7 days a week)**

This hotline is exclusively for providers to obtain a Person Under Investigation/PUI (nCoV) ID for priority specimens to be submitted to the MDHHS BOL. **Clinicians MUST call the provider hotline to obtain a PUI (nCoV) ID # before specimen collection and submission.** Hotline staff will be reviewing the 5 priority testing categories (below) in order to approve testing. Specimens submitted to the MDHHS BOL without the PUI (nCoV) ID # will not be tested.

**MDHHS BOL Priority Testing Categories include specimens from:**

1. Individuals presenting with signs/symptoms of COVID-19 infection who are identified as a known contact of a confirmed case of COVID-19 Infection and are not members of the same household or congregate living situation as the confirmed case (unless as part of a public health investigation).
2. Individuals who become symptomatic while being in a 14-day monitoring and quarantine period (such as, but not limited to, monitoring due to travel from a region with widespread transmission).
3. Symptomatic individuals who are part of a public health investigation of a cluster of illness associated with a vulnerable population (e.g., long term care facility)
4. Symptomatic individuals who may be more likely to infect many of people or a vulnerable population (e.g., healthcare providers and those living in congregate settings like dorms, camps, long term care facilities).
5. Individuals presenting with severe illness requiring hospitalization or causing mortality and having no other identified etiology.

The clinician will be instructed to complete the PUI form, to include the PUI/nCoV ID # (write in at bottom of cover sheet), and then fax the completed form (3 pages) to the local health department of patient residence.

**While waiting on results, your patient will need to stay in home isolation.** Discharge instructions (attached) for a suspect patient are available at:

<http://gtchd.org/2231/COVID-19-Novel-Coronavirus> and

<https://www.munsonhealthcare.org/for-providers/for-providers>

Other updates to testing include:

1. **In general, the CDC is now recommending collection of ONLY the nasopharyngeal (NP) swab.** Please use VTM, UTM, or M4 transport media when collecting swab specimens.
2. The MDHHS BOL no longer has to send positive samples to the CDC for confirmation. Positive tests announced by the MDHHS BOL are considered confirmed.
3. Results will be sent from the MDHHS BOL to the submitting laboratory and the local health department.

If you are a non-hospital based provider, please refer to the Munson webpage:

<https://www.munsonhealthcare.org/for-providers/for-providers> (“COVID-19 Provider Updates”, “Ambulatory COVID-19 Triage and Workflow”) for guidance related to the mobile collection sites that are now operational. The guidance on this page will walk you through how to process an approved patient through those sites, and provide other valuable information.

Two **PUBLIC** hotline numbers that may be useful to your office and patients:

**MDHHS COVID-19 Hotline:** 1-888-535-6136 (daily from 8a-5p)

**Munson Ask-A-Nurse Hotline for COVID-19:** 231-935-0951 (daily from 7a-7p)

**The potential health threat posed by COVID-19 is high, both globally and to the US; individual risk is dependent on exposure.** Under current circumstances, certain people will have an increased risk of infection, such as healthcare workers caring for patients with COVID-19, close contacts of persons with COVID-19, and travelers returning from affected locations where community spread is sustained and ongoing. The Grand Traverse County Health Department is recommending that local healthcare providers review and update the respiratory protection plan for their office, to ensure staff and community safety and peace of mind. Information for healthcare professionals, including guidance on Persons Under Investigation (PUI), clinical care, infection control and personal protective equipment, is available at the CDC website:

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

This outbreak is rapidly changing, with new information becoming available daily. For questions related to COVID-19, please call the Communicable Disease program at the Grand Traverse County Health Department at 231-995-6125 (fax: 231-995-6126). To stay up-to-date on the evolving situation, please refer to the following websites:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.michigan.gov/coronavirus>

[www.munsonhealthcare.org](http://www.munsonhealthcare.org)

<http://www.gtchd.org/2231/Coronavirus>

**If your agency is not receiving alerts and updates from the Michigan Health Alert Network (MiHAN), sign up at <https://michiganhan.org/> .**