



CLARK COUNTY
WASHINGTON

PUBLIC HEALTH

COVID-19

Information Triage Team Toolkit

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COVID Dispatcher

Role overview:

The COVID team dispatchers are Registered Nurses assigned to facilitate incoming messages and laboratory results.

Primary responsibilities are:

- Facilitate review all incoming new lab reports received via fax (i.e. I:drive) or WDRS.
- Facilitate data entry of received laboratory results into WDRS.
- Facilitate data entry of received laboratory results into CREST.

Refer to the Dispatcher schedule document in Teams (Teams – General – Dispatcher and COVID In-Box Files) for daily assignments.

I:drive Fax Triage

Monitor the I:\NEW_FAX folder regularly during the day and triage all incoming PDF's as follows:

- Mixed labs **COPY (do not move)** any PDF that contains lab results for both COVID and non-COVID diseases paste the copy of the PDF in the appropriate folder:
 - I:\NEW_FAX\1STD: Gonorrhea, chlamydia (Trichomoniasis), syphilis, HIV, and herpes. Labeled Mixed Labs STD copy.
 - I:\NEW_FAX\1CD: TB, STEC, shigella, stool labs, salmonella, Hep B or C, non-STD. Labeled Mixed Labs CD copy.
- Multiple COVID lab: Move to I:\COVID\Labs to be split folder

New COVID PCR or Antigen positive lab results:

- Search WDRS for an existing record based on name and DOB (refer to WDRS Instructions section).
 - **Existing WDRS record:**
 - Add the new positive lab (if not already populated) under the Lab Result tab and attached the PDF.
 - Do not enter duplicate labs. (confirm by specimen number if available) file the lab per the below process.
 - **No WDRS record:**
 - Create a WDRS record and complete the basic demographics, lab data and attached lab PDF.
- After entering information into WDRS, rename the lab as follows:
 - WDRS# - Case initials (ex: 555544444-JL).
 - If WDRS has deduplication in process, name the lab with both WDRS numbers.
- Move all COVID labs from New Fax to the appropriate folder under the folder
 - For a single positive lab PDF: 1 Pos Labs Ready for Filing

Inconclusive Lab Results:

- Delete all inconclusive results. There are no public health actions associated with inconclusive results.

Negative Lab Results

- Move all negative results to Negative Labs for DOH.

Labs with No Results:

- Call the sending facility, request to have the lab result resubmitted and delete the incomplete lab result.

Line list, test results, other LTCF documentation, school forms

- Rename file with facility name, document descriptor, and date received (ex: Sample Facility Line List 01.01.20).
- Create a facility-specific folder (if one does not already exist) and move document there.
- Send a message via teams to alert the facility investigator that new documents are in their facility folder.

Death Notice:

- Staff member receiving notification:
 - Send a secure email to RELEVANT CONTACTS and CC COVID leadership* NOTE:
 - Subject line *COVID-related death*
 - Include in the body of the email (if available):
 - WDRS #
 - Case Name
 - DOB
 - date of death
 - reporting facility/person
 - Update WDRS person tab
 - Enter death date
 - Update vital status from alive to dead.

OOJ Labs:

- Labs received for clients out of jurisdiction (i.e. address is not in Clark County), enter in WDRS.
- How to Change an Event's Jurisdiction

Serology Lab Results (All):

- File all serology (IgG or IgM) results under I:\COVID\COVID Serology.
- Serology labs will be stored here until DOH is ready to receive them.

MIS-C Reports:

- Direct all reports of Multisystem Inflammatory Syndrome in Children (MIS-C) to Melissa Pond or Dana Nguyen.

Labs from the Facility Team :

- ❑ Review the folder I:\NEW_FAX\1 Labs from Facility Team
 - Facility investigator will notify you when labs are added, but the folder should be checked routinely throughout the day.
 - These labs will need WDRS entry
 - Lab Naming convention: Facility Name - Investigator Name
 - If there is missing information on the labs contact the Facility Investigator

CREST Data Entry on Exposure Tracking Sheet:

- ❑ Locate the CREST File:
 - TEAMS→PH COVID-19 Response Team →Case Investigation Team→Files→CREST Data folder
- ❑ Files that need to be reviewed will be loose in the CREST Data folder titled Crest Data (date).
 - Sort by “What city do you work in?” to identify any OOJ worksites (ok to use a color to make them easy to see). No action needed for OOJ sites.
 - Sort again by “Who do you work for?”
 - High Priority facility types are listed in the drop down of the Exposure Tracking Sheet.
 - Identify any High Priority facility types
 - Review for duplicate names – indicating a possible outbreak.
 - Review “what is your work site?”- does the case work from home or go to a worksite with others?
 - Review “when did you feel sick?” – calculate the case’s contagious period (2 days before symptom onset)
 - Review “what was your last day worked?” Determine if the case worked during their contagious period.
 - ➔ If Yes, enter the facility information on to the Exposure Tracking sheet.
- ❑ Locate the Exposure Tracking Sheet:
 - TEAMS→ PH COVID-19 Response Team→ Case Investigation Team→Files→CI Facility Exposure
- ❑ Enter any High Priority Facilities that were identified on the CREST Data files.
 - Complete all fields of the Exposure tracking sheet.
 - Add any free text comments to assist the Facility Investigation Team.
- ❑ Move the daily CREST Data sheet into the Complete data entry folder.

OA Dispatcher Support

Splitting Lab Results:

- ❑ Go to folder “Labs to be split” and review for new PDF lab results that need to be split and/or redacted.
 - **Positive COVID labs:**
 - Split the labs into individual labs
 - Name lab (initials), pos lab (clinic), (collection date) exp. AB POS LAB KAISER 12-2-20
 - Move the lab to I:\NEW_FAX

- **Negative COVID labs:**
 - Do not need to be renamed
 - Move to Negative Labs for DOH
- **Mixed labs**
 - Delete all non-COVID labs
- **Vikor excel files**
 - Sort the file and split out the negative labs and place the negative labs in the Neg labs for DOH folder
 - Sort the remaining positive labs by facility
 - Name the workbook Vikor labs #facilities date (i.e. Vikor labs 3 Facilities 1.11.2021)
 - Create a new sheet within the original lab workbook for each facility, name the new sheet with the facility name.
 - Move the positive lab workbook to the Facility Faxes folder
 - Notify the facilities team OA that there is a new workbook in the folder
 - Facility team will return the updated files to the 1 Labs from Facility Team
 - Split the labs into PDF form and place them in the new fax folder for entry into WDRS

Using Adobe Acrobat Pro:

- Separate out the positive COVID results into individual PDF's by using the "Extract" page function and redact (block out) information that does not apply to the individual's lab you are saving.
 - **Extract:** allows you to extract specific pages from a PDF out of a larger document. This function does delete the extracted pages from the original document.
- Delete out all non-COVID results.
- Save any negative COVID results (ok to have multiple results in one PDF) to Negative Labs for DOH.

Filing positive labs:

- Go to folder 1 Pos Labs Ready for Filing and check for new PDF lab results or investigation records.
 - If file name doesn't include WDRS Event Number, locate in WDRS and rename file.
- File all records by CUTTING from the I:drive and PASTING into H:\COMMUNICABLE DISEASES\COVID\COVID Labs\(# - month)
 - ⚠ All COVID-19 test results received from Clark County Jail will be saved on the H: drive in the COVID Investigation Outbreaks folder for Clark County Sheriff Office, in the CCJ Labs folder. **DO NOT move these ab results to the COVID Labs folder that all other positive lab results are saved in.**
 - Dragging from I:drive to H:drive will create a copy, not move the file.

Reporting Negative COVID Labs to DOH

At the end of each day, the assigned COVID OA will send the negative labs to DOH for daily reporting following the below process:

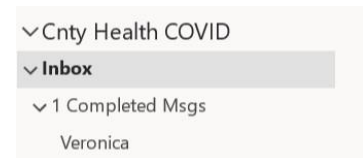
1. Go to the Negative Labs for DOH folder and select all labs that will be sent to DOH.
2. Using Adobe Pro, combine all PDFs into one PDF document (alternatively can also use zip file).
3. Save the final, combined PDF or zipped file and rename using the following template: Clark COVID Neg Labs mm.dd.yyyy.
4. Create a new email to DOH-Covid19LabReports@doh.wa.gov. Make the email subject line "Clark County Negative Labs Report".
 - In the body of the email include the total number of negative labs being sent.
5. Attach the combined PDF file to the email and send **encrypted** (see [instructions for sending secure emails](#)).
6. Once the combined PDF file has been sent, *delete both* the individual labs and combined PDF file from Negative Labs for DOH.

External Communication Process

Monitor the COVID Outlook email Inbox

How to Access the COVID inbox:

The Outlook COVID inbox, titled Cnty Health COVID is located on the left-hand column of your email.



Important links/phone numbers when triaging the COVID inbox:

- Individuals who would like to report a business for not following the governors mandate: <https://clarkonline.envisionconnect.com/area/publichealthconcernsubmission/#/home/1>
- L&I's Consultation Program offers confidential, no-fee, professional advice and assistance to Washington businesses. These services can help you find and fix hazards in your workplace and strengthen your safety program. Call a consultant near you or request an onsite consultation to schedule.
- Health officials who need assistance to make things get safer because of a serious situation of non-compliance with these core COVID-19 prevention requirements: <https://www.lni.wa.gov/forms-publications/F414-167-000.pdf> can call L&I DOSH Compliance for enforcement help. Bruce Christian is the Statewide Sr. Manager for WA-OSHA Compliance and has about 170 statewide staff.

Filtering Messages in the COVID inbox

The OA Assigned COVID Inbox is responsible for filtering all messages and emailed voice mails in the COVID inbox to the RN or to PHI

- Please see instructions above on how to access the COVID inbox
- Vikor excel file lab reports
 - Move the excel file into the I:drive Labs to be split folder

- ❑ All the following messages/voicemails should be forwarded to PHI's email at: clarkvm@tracinghealth.org. Once the VM message has been successfully forwarded, you can delete it out of the COVID inbox
 - PHI is responsible for the following VM messages/emails
 - Return calls from cases who have questions
 - Request for Wrap Around Services
 - Close contacts of COVID positive clients calling with questions

- ❑ All inquiries from facilities and/or individuals regarding vaccinations must be sent to the vaccination team:
 - Redirect any callers that are inquiring regarding vaccine allocation, administration and planning immediately to the relevant vaccine contacts
 - Encourage callers to visit the [Clark County Public Health COVID-19 vaccine](#) webpage for additional information and updates.

- ❑ All message/voicemails requiring nursing attention should be dragged to the "RN" folder in the COVID inbox.
 - RN's are responsible for the following message/voicemails
 - COVID Death Notifications
 - Facility based point of care (POC) test results/questions
 - ALL Facility related questions/complaints
 - Voicemails left by a community provider (physician/nurse)
 - Laboratory Results/ Guidance requests
 - ME Reports
 - Voicemails that are indecipherable or do not have information on the purpose for call
 - ALL other questions/concerns that do NOT fit into any of the categories listed

- ❑ Notify the RN assigned to the COVID inbox when there are at least three messages in the RN folder.

- ❑ End of the day process
 - Use the Categories function in Outlook (appendix E) to enter a status note for the team to follow up the next day.
 - When possible report off to the RN or OA who will be following you with a brief update on any incomplete messages.

Addressing Voicemail Messages

- ❑ OA's staff will be responsible for filtering calls that come into the COVID inbox
 - OA's will notify RN's when there are at least three voicemails/emails that need attention in the RN folder in the COVID inbox
 - Document ALL calls received and made in the Kohezion call log section except:
 - Calls from other LHJ's where case or contact specific information is entered into WDRS or CREST.

- ❑ Incoming calls for a specific facility
 - Facility is not under investigation: forward to the exposure team contacts and cc the Facility Team leads
 - Facility is under investigation: forward to the exposure team contacts and the CI assigned to the facility
- ❑ Instructions for documenting Call logs:
 - Click call log located under *Workspace* in Kohezion
 - Once the Call Log option has been expanded, click * Call Log – All Items
 - Navigate to the plus sign in the upper right-hand corner
 - Enter call log information into Call Log Template
 - Be sure to check the box “Caller is not a Client” and document the individuals phone number and Organization/Affiliation if applicable.

Delete the email message/Voicemails after all necessary action and documentation has been completed.


Addressing Email messages

- ❑ **General Information emails:**
 - Address questions or concerns as needed
- ❑ **ME notification emails:**
 - Review email, if COVID is not suspected
 - If COVID is suspected, move to the ME Notifications-RN’s only folder in the COVID inbox.
 - Search for the case name in WDRS if confirmed case
 - Refer to above instructions under Death notice
- ❑ **Workplace exposure notifications:**
 - Forward all emails regarding a facility exposure/outbreak to the Cnty Health Exposure Team inbox.
 - Notify the correct team lead; (Healthcare Team Lead or Facility Team lead).
 - If team lead for the specific facility is not working, notify Facilities program manager.
- ❑ **Move completed emails to the archive folder for public records storage**
 - ⚠ Almost all emails are considered public records. By default, emails are retained in archive for seven years.

APPENDIX: A WDRS Instructions

All COVID-19 lab results will be entered by the RN Dispatcher

Search for an Event Record

1. To open the search window, click the magnifying glass icon on actions menu bar at the top of the page.
 
2. Search for a case by selecting “Coronavirus” in the Disease field and entering the case’s last name into the “Last Name” field.

- Note that the case won't come up if the spelling doesn't match exactly. Asterisks (*) can be used as a "wildcard character" at the beginning and/or end of a search term, which allows users to search based on only part of a field.
 - For example, if a user can't recall the entirety of a person's last name, but remember it contained "Mil", search for "*Mil*" in the last name field and the system will result with all cases with a last name that contains "Mil". At least three letters must be included when searching with a wildcard character.
- If you can't find the name, enter the birthdate to see if you can find it that way. It is very important that you find cases that are already in WDRS so they aren't entered twice!

3. Click "Search" at the bottom of the page.

4. Once search results are displayed, double click to select the record you'd like to view.

NOTE: This search function looks for events, not individual people. The same person may appear in search results more than once if they have had more than one reportable condition event in WDRS. Users should make sure to compare name, date of birth, and condition information before selecting and editing a record, to ensure it is the correct event.

Create a New Event in WDRS

Before creating a new WDRS event record, always search the system to see if the associated person has already been entered for a previous event.

1. To create a new event, click the paper icon at the top of the page.



2. Select the applicable disease from the drop down at the top, then scroll down and click the "Select Person" button at the bottom of the page.

3. Search for the case by any of the available fields.

- If **NO matching** result is found, the person is not in the WDRS system yet. Close the search window and enter all available information on the new case, including at least:
 - Disease
 - First and Last Name
 - County of Residence
- If a **matching** record is found (verify name and DOB), the person is already in the WDRS system. Double click to select the corresponding person. This will close the search window and populate the "Person Information" fields with the previously entered data on that person.
 - Check the fields for any changes or updates that need to be made.
- Click "Save" to create the new event.

Add or Update Lab Result in WDRS

Review existing records and determine what needs to be updated or created:

1. Search for existing COVID event record in WDRS.

- If no person or COVID event record, create new COVID event record following instructions outline in the [WDRS Instructions section](#).

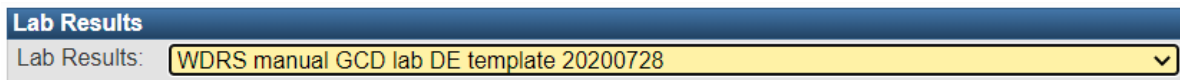
2. Navigate to the Lab Results tab and verify the following is complete, if not update as needed following the instructions outlined below for Adding, Updating and Attaching labs.



- Lab record exists (should have lab record with same collection date), if it doesn't add it.
- Below fields (**highlighted fields are critical for getting counted as a case**) are completed.
 - Lab report reviewed -LHJ = Yes
 - Performing lab
 - Specimen collection date
 - Specimen receive date (if known)
 - WDRS specimen type
 - **WDRS test performed**
 - WDRS test method
 - **WDRS test result**
 - **WDRS result summary**
 - Result date
- PDF lab is attached to the appropriate lab record (if lab come through via I:drive).

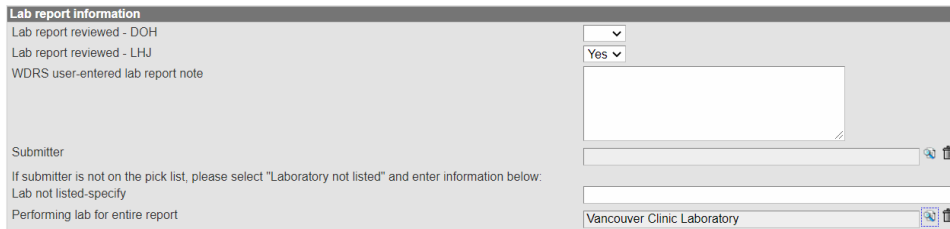
Add New Lab Result:

1. Click on the “Add Lab Result” button.
2. From the Lab Result drop down, select “**WDRS manual GCD lab DE template**”



3. **Lab report information section:** complete all critical fields:

- Lab report reviewed – LHJ
- Performing lab for entire report



- To search for a lab, click the magnifying glass icon.
- In the Search Party window, put the first three letters plus a wildcard *. This will return results that begin with those three letters. You can also add other fields to refine your search.
- Click Search.
- Your search results will appear on the right, and you can select the appropriate lab.

Search Party

Search Criteria

Status: Active

Full Name: Van*

City:

State:

Zip Code:

Survey Email:

Short Name:

ID:

ID type:

Washington State Medical Test Site Identifier:

Lab reporting method:

Transport method:

Sending application - namespace ID:

Street:

Sort Options

Sort By: Name

Sort Order: Ascending

Search Options

Search History:

Search Spouindex:

Search Results

Full Name	Street Address
Vancouver Clinic Laboratory	2525 NE 139th St

Showing 1 to 1 of 1 entries

- Specimen section:** complete all critical fields (Reference lab test list)
 - Specimen collection date
 - Specimen receive date (if known)
 - WDRS specimen type
 - WDRS specimen source site
- Test performed and result section: complete all critical fields** (Reference lab test list):
 - WDRS test performed
 - WDRS test method
 - WDRS test result, coded
 - WDRS result summary
 - Result date
- Click Save. You will return to the lab screen. Click on Update Lab Result to attach the PDF lab result (see instructions).

Update Existing Lab Result:

- Select the lab you want to update (selected lab will be highlighted in yellow), click update lab result.
- Ensure the following fields are complete:
 - Lab report reviewed -LHJ (select Yes from drop down)
 - Performing lab
 - Specimen collection date
 - Specimen receive date (if known)
 - WDRS specimen type
 - WDRS test performed
 - WDRS test method
 - WDRS test result
 - WDRS result summary
 - Result date

Attaching a Lab Result

1. Find lab record (with same collection date) under the Lab Results tab.
2. Double click on that lab (it should be highlighted in yellow) you'd like to attach a record to. This will open the Lab Edit Result window.
3. Scroll to the bottom of the "Test performed and result" section and click "Upload Document".
4. The below window will pop up. Click "Choose File" and navigate to where file is saved on the H: or I: drive. Then click Open.
5. Fill in Result date.
6. Click Save at the bottom of the Lab Edit Result window.

Event Data	Lab Results	Concerns	Persons	Tasks	Surveys	Calendar
Labs						
Lab No.	Specimen collection date	WDRS specimen type	WDRS test performed	WDR		
2	01/20/2018		Hepatitis B e antigen (HBeAg)	Posit		

Result date

Upload Investigation Results

Lab Results: WDRS ELR template
 Description: Manually added: WDRS ELR template 20200728
 Person:
 Create Date: 09/29/2020
 Result Date:
 Last Update: 09/29/2020
 Updated By: Meredith Vandermeer [vandermm]
 Results File: No file chosen
 Description:

How to request a WDRS record change or correction

If a change needs to be made to a WDRS case record that cannot be made at the local level, the change request should be sent to DOH using the "Tasks" function listed in the WDRS case record. Types of changes requests could include Deduplication of records, reclassification, updating lab information on a closed case, etc.

Assigning a Task for an Open Case:

1. To send a task, go to the Tasks Tab on the case's Event Summary Page and click "Add Task"

Event Data	Lab Results	Concerns	Persons	Tasks	Surveys	Calendar	Event Properties	Event History
------------	-------------	----------	---------	-------	---------	----------	------------------	---------------

2. Fill in the following fields:

- Type = Assignment
- Description = Need help resolving error
- Notes = describe the situation you need assessed.
- Assign to GROUP (not user): “GCD Statewide HAI/Respiratory edit” Group. To search for group, click the magnify glass. (If correction is for any disease other than COVID use GCD statewide)
- Click Save

Assigning a Task for a Read-Only Case:

1. If a case’s event record is read-only and you need to update the record including **attaching a lab**, you can submit a task by clicking the Tasks icon on the WDRS Dashboard toolbar



2. Click “Add Task” and complete the “Task Information” form. Example below for attaching a lab:

- **Type** = Assignment
- **Description** = Need to attach a COVID lab
- **Notes** = Need to attach a lab to a read only WDRS event. Include the WDRS ID for the case
- **Task Attachment** = attach the PDF lab report.
- **Assign to GROUP** (not user): “GCD Statewide HAI/Respiratory edit” Group. To search for group, click the magnify glass. (If correction is for any disease other than COVID use GCD statewide)
- Click Save

Cases Pending Task Completion:

1. All Lab’s that are pending Task Completion should be added to: [I:\COVID\Labs for OA's to enter into WDRS\Labs with closed events](#)
2. This folder should be checked every Monday to check the status of completed task so that labs can be successfully added to the WDRS Event ID

OOJ Transfers in WDRS

See How to Change an Event’s Jurisdiction

APPENDIX B: Common Terms & Definitions

- **Accountable County:** The county of residence of the case, and therefore the local health jurisdiction responsible for case follow up. WDRS users can only see events where the accountable county is assigned to their jurisdiction. If no accountable county is assigned, only the user who created the event can view that event.
- **ELR:** Electronic Lab Reporting. This is the function which allows labs to submit results digitally to WA State DOH and automatically creates events in WDRS based on the information provided in the lab report.
- **Event:** The instance of a disease or notifiable condition entered into WDRS.
- **Event Dashboard:** The main screen for an event in WDRS. The layout and view of this dashboard cannot be changed or customized, but the information provided on this dashboard is specific to a selected event.
- **Event ID/WDRS Number:** The unique identifier for each disease or outbreak event in the WDRS system. This is usually an automatically generated 9-digit number.
- **Home Dashboard:** The main screen for a user in WDRS. This Dashboard shows records, items, and other panels specific to the logged-in user and can be customized by the user for accessibility and person preference.
- **Kohezion -KOH**
- **LTCF – Long Term Care Facility**
- **Person:** Individual person associated with an event. A person should only ever be entered once into WDRS but can have multiple events associated with them.
- **Task:** Assignments, reminders, or requests that can be made of any WDRS user, to indicate that some follow up or action may be needed on an event. Tasks do not enter any data or make any official assignments to a WDRS user; rather, they are a supplemental tool to assist with communication and organization of events and data in the system.
- **Workflow:** Automatic lists populated with events in WDRS, based on data entered in the system. These can work like audits or case action lists, as reminders or reports of items that need follow up.

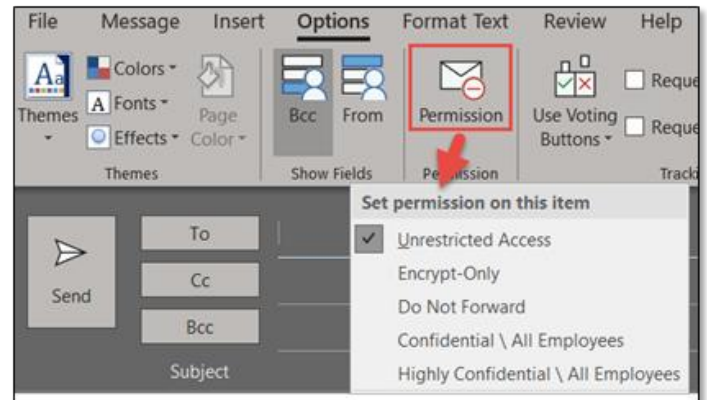
APPENDIX C: How to Encrypt email in Outlook

Start “New Mail”, Choose Options, select Encrypt (or Permissions), and pick the encryption that has the restrictions you want to enforce, such as Encrypt-Only or Do Not Forward.

If you are sending an email to an internal recipient, you can use Confidential \ All Employees or Highly Confidential \ All Employees.

For more information, visit the Microsoft Office

365 FAQ: <https://clarknet.clark.wa.gov/information-technology/office-365/office-365-frequently-asked-questions>



APPENDIX D: Reference Guide for WDRS Lab Entry

For Lab types not listed in the table reference:

<https://www.fda.gov/medical-devices/coronavirus-disease-2019-covid-19-emergency-use-authorizations-medical-devices/vitro-diagnostics-euas>

Facility	Legacy Go Health	Vancouver Clinic	PHSW	PHSW	PHSW	PHSW	PHSW	Kaiser
Test	POC Abbott ID NOW	Abbott ID NOW	RVP & Novel Coronavirus (COVID-19 Lab/Isolation Panel)	SARS-CoV-2 RNA, Qualitative RT-PCR	SARS-CoV-2 RNA Rapid	SARS-CoV-2 PCR (QIAGEN)	SARS-CoV-2 PCR (Cepheid)	CoV19-SARS NAA
WDRS Specimen Type	Unspecified Specimen	Swab-nasopharyngeal (NP) OR Nasal Swab	If Type/Source is Body/Fluid/Nasal: Swab-Nasal If Type/Source is Body/Fluid/Nasopharyngeal: Swab-Nasopharyngeal (NP)	If Type/Source is Body/Fluid/Nasal: Swab-Nasal If Type/Source is Body/Fluid/Nasopharyngeal: Swab-Nasopharyngeal (NP)	If Type/Source is Body/Fluid/Nasal: Swab-Nasal If Type/Source is Body/Fluid/Nasopharyngeal: Swab-Nasopharyngeal (NP)	If Type/Source is Body/Fluid/Nasal: Swab-Nasal If Type/Source is Body/Fluid/Nasopharyngeal: Swab-Nasopharyngeal (NP)	If Type/Source is Body/Fluid/Nasal: Swab-Nasal If Type/Source is Body/Fluid/Nasopharyngeal: Swab-Nasopharyngeal (NP)	Nasal Swab
WDRS Specimen Source Site	Unknown	Swab-nasopharyngeal (NP) OR Nasal Swab	If Type/Source is Body/Fluid/Other If Type/Source is Body/Fluid/Nasopharyngeal: Nasopharyngeal (NP) Swab	If Type/Source is Body/Fluid/Nasal: Other If Type/Source is Body/Fluid/Nasopharyngeal: Nasopharyngeal (NP) Swab	If Type/Source is Body/Fluid/Nasal: Other If Type/Source is Body/Fluid/Nasopharyngeal: Nasopharyngeal (NP) Swab	If Type/Source is Body/Fluid/Nasal: Other If Type/Source is Body/Fluid/Nasopharyngeal: Nasopharyngeal (NP) Swab	If Type/Source is Body/Fluid/Nasal: Other If Type/Source is Body/Fluid/Nasopharyngeal: Nasopharyngeal (NP) Swab	Other

WDRS test performed	PCR/Nucleic Acid Test (NAT, NAAT, DNA)	PCR/Nucleic Acid Test (NAT, NAAT, DNA)	RT-PCR	RT-PCR	PCR/Nucleic Acid Test (NAT, NAAT, DNA)	RT-PCR	RT-PCR	PCR/Nucleic Acid Test (NAT, NAAT, DNA)
WDRS test method	Abbott ID NOW COVID-19	Abbott ID NOW COVID-19	TBD	TBD	TBD	TBD Was not able to find QIAstat-Dx Respiratory SARS-CoV-2 Panel on list in WDRS	Xpert Xpress SARS-CoV-2 test	Aptima SARS-CoV-2 assay (this is what was listed in the ELR Kaiser labs)

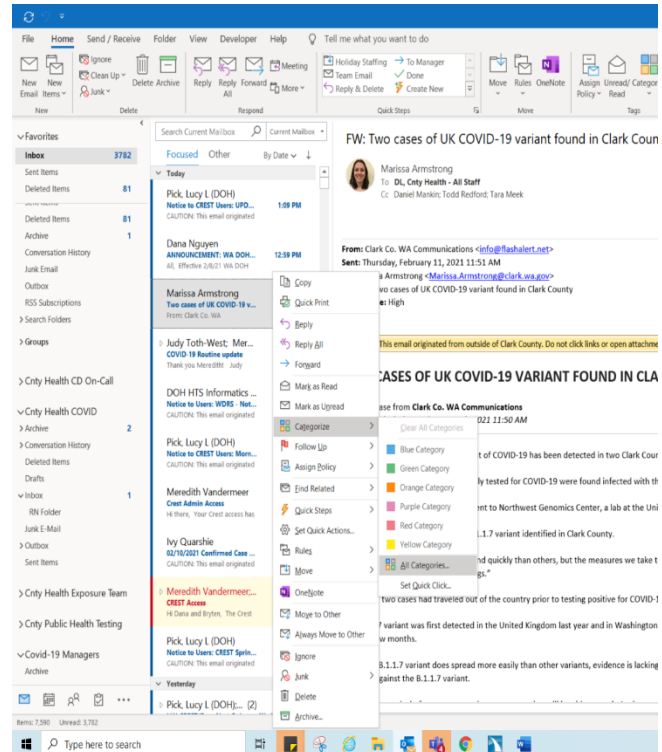
APPENDIX E: Categories function in Outlook

Right click on the inbox message you want to add a category

Hover over the word Categories

Existing:

- click on the category that meets your needs



New:

- Select All Categories
- Pop-up window select “New”
- Enter your message and choose a color
- Click “OK”
- And “OK” again in the larger box.

Delete:

- Delete email specific category messages when no longer needed.
- Select All Categories and use the “Delete” function within the pop-up window.

