



MedStar Family
Choice

Provider Alert
Baltimore City Providers
COVID-19 Updates Available from Baltimore City Health Department

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 up to date information on Baltimore City's efforts related to COVID-19.

Weekly communication can be found on the Baltimore City Health Department's Clinician' Page (<https://coronavirus.baltimorecity.gov/information-clinicians-0>).

If you wish to be added to the mailing list, please contact baltimoreprovideroutreach@gmail.com.

All COVID-19 updates for MFC providers are posted on [MedStarFamilyChoice.com](https://www.medstarfamilychoice.com). The direct link is <https://www.medstarfamilychoice.com/maryland-healthchoice/for-maryland-healthchoice-physicians/provider-newsletters/covid-19-updates>.



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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.