


MEMORANDUM

TO: All TTUHSC Managed Care Staff

FROM: Denise DeShields, MD, Executive Medical Director   
TTUHSC Managed Care

DATE: April 4, 2020

SUBJECT: SCR Management during COVID-19 Pandemic

**Effective April 2, 2020, the following directive will be followed for sick call request management until further notice.**

**All Sick Call Requests (SCR) will continue to be triaged by nursing staff according to Policy E37.1. An RN or a provider shall determine if the offender's request is emergent or urgent. All emergent/urgent requests will be evaluated. All non-emergent/non-urgent sick call requests will be provided the following written response:**

*Your sick call request (SCR) has been screened by Medical and has been determined not to be emergent or urgent. Due to pandemic COVID-19, to limit unit movement and enhance your safety, all non-emergent/non-urgent requests will be deferred. All medication renewals will continue to be reviewed. In the meantime, you may resubmit a SCR if your symptoms worsen.*