

|                                                 |                                           |                            |                                                |                                       |
|-------------------------------------------------|-------------------------------------------|----------------------------|------------------------------------------------|---------------------------------------|
| <b>B</b>                                        | <b>I</b>                                  | <b>N</b>                   | <b>G</b>                                       | <b>O</b>                              |
| Virology<br>Test<br>Question                    | "Can<br>(insert test)<br>be added<br>on?" | Analyzer<br>Support/Rep    | Sensitivity<br>*?*                             | Outreach<br>RN<br>Calling             |
| "Is the<br>blood<br>culture still<br>negative?" | Verifying<br>collection<br>media          | Rapid<br>pager<br>goes off | "Do you<br>have any<br>(insert<br>supply)?"    | Returning<br>someone's<br>call        |
| Urine<br>result<br>preview<br>before final      | Virology<br>calling                       | <b>FREE</b>                | "How much<br>longer on<br>the rapid<br>strep?" | Kathy Z<br>Calling                    |
| Mel<br>calling                                  | Specimen<br>Stability<br>*?*              | Mike<br>Calling            | Clarify what<br>a culture<br>result<br>means   | Processing<br>calling                 |
| Any<br>doctor<br>calling                        | "Is Mike<br>there?"                       | Rapid<br>pager<br>goes off | When will<br>the<br>COVID4<br>be done          | "Why is<br>this<br>culture<br>final?" |

|                                     |                                       |                                   |                                        |                                  |
|-------------------------------------|---------------------------------------|-----------------------------------|----------------------------------------|----------------------------------|
| <b>B</b>                            | <b>I</b>                              | <b>N</b>                          | <b>G</b>                               | <b>O</b>                         |
| Virology calling                    | "Do you have any (insert supply)?"    | Sensitivity *?*                   | "Is the blood culture still negative?" | Rapid pager goes off             |
| Analyzer Support/Rep                | When will the COVD4 be done           | Outreach RN Calling               | "Is Mike there?"                       | Returning someone's call         |
| Mel calling                         | "How much longer on the rapid strep?" | <b>FREE</b>                       | Kathy Z Calling                        | "Can (insert test) be added on?" |
| Clarify what a culture result means | Rapid pager goes off                  | Virology Test Question            | "Why is this culture final?"           | Specimen Stability *?*           |
| Mike Calling                        | Processing calling                    | Urine result preview before final | Verifying collection media             | Any doctor calling               |

|                                   |                                  |                                    |                                        |                                       |
|-----------------------------------|----------------------------------|------------------------------------|----------------------------------------|---------------------------------------|
| <b>B</b>                          | <b>I</b>                         | <b>N</b>                           | <b>G</b>                               | <b>O</b>                              |
| "Is Mike there?"                  | Rapid pager goes off             | "Do you have any (insert supply)?" | Processing calling                     | "How much longer on the rapid strep?" |
| Virology Test Question            | Mel calling                      | Mike Calling                       | Verifying collection media             | Outreach RN Calling                   |
| Urine result preview before final | "Why is this culture final?"     | <b>FREE</b>                        | Specimen Stability *?*                 | Clarify what a culture result means   |
| Virology calling                  | Returning someone's call         | Sensitivity *?*                    | When will the COVID4 be done           | Analyzer Support/Rep                  |
| Kathy Z Calling                   | "Can (insert test) be added on?" | Rapid pager goes off               | "Is the blood culture still negative?" | Any doctor calling                    |