

BRIGHT LIGHTS AWARDS 2021

Nomination: Demonstrating a community response to COVID-19

SOUTHLAKE ACADEMIC FAMILY HEALTH TEAM COVID-19 Line at Southlake Academic FHT



In the beginning, in the midst and even now, our team was able to stay on top of all the pandemic policy changes, public health guidelines, and health official recommendations and was able to provide our patients the support they needed navigating the COVID-19 world. Our team first had a triage telephone line for patients experiencing COVID-19 like symptoms, which this line later turned into anything related to COVID-19 including vaccine related questions. Patients felt well supported that our team was able to answer their COVID-19 questions especially when it came to their individual health needs.