Clinic Triage for COVID-19 Related Calls

(Scenario: Existing or new patient calls clinic with concerns about COVID-19)

Patient calls into clinic

If patient having 911 symptoms, direct them to call 911

Non-Clinical Staff answering Calls: BASIC SYMPTOM CHECK
Are you having ANY of the following
- Fever
- New Cough
- New Shortness of breath

No

Do Not book appointment

ROUTE TO TRIAGE NURSE and/or PROVIDER

Yes

Any of the following symptoms:
- Do you have a fever (T>101.1 or 38.2°C)?
- Do you have a NEW cough or worsened from baseline?
- Do you have NEW shortness of breath or worsened from baseline?

No

Medical Evaluation Needed?

Yes

Provide visit options
Prepare patient for clinic arrival with instructions including respiratory precautions

Medical Evaluation Needed?

No

Triage per usual symptom triage

Yes

Instruct patient that provider and MA will be notified and patient will receive a return call (tell patient to call back if not received clinic response in 4 hours).

Enter EMR phone note (using the COVID-19 template), and,

Notify provider and MA (via email) of the patient’s call and reported symptoms.

Any of the following in the last 14 days before symptoms started?
- Travel to affected areas
- Close contact with confirmed COVID-19 case
- Chronic illness, immunosuppressed

Yes

No

Proceed as usual to help patient

Proceed as usual; Reinforce patient to call before seeking additional care (symptoms worsen); Give general COVID resources as needed

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Protocol #2