

# TELEPHONE TRIAGE OF POSSIBLE COVID-19 PATIENT

Staff reference

## STAFF MEMBER RECEIVES CALL FROM PATIENT WITH POTENTIAL COVID-19.

Role: reception staff

### Ask patient:

Do you have symptoms including:

- sudden onset of NEW cough or change in existing cough  
PLUS one or more of the following:
  - fever of greater than 38 degrees C
  - sore throat

AND

- Have you travelled in the last 14 days OR had close contact with a person who is confirmed to have COVID-19?

### YES SYMPTOMS AND YES TRAVEL AND/OR CONTACT HISTORY

#### Action:

Assess whether patient is stable, the severity of symptoms and whether patient has comorbidities such as cancer or lung, heart or immune issues.

### PATIENT STABLE SYMPTOMS MILD

#### Action:

Reassure patient.  
No appointment necessary.  
If fever is present consider testing.  
Instruct to self-isolate, monitor and call if condition worsens.

### PATIENT STABLE SYMPTOMS MODERATE-SEVERE AND/OR COMORBIDITIES PRESENT

#### Action:

Arrange for patient to be assessed either by phone, in office, or at an assessment centre if available. If assessment will be in office, request patient come to alternate door and call when arrived. Follow procedure outlined in document: *Managing potential COVID-19 in-office* under section *Yes Symptoms* and *Yes Travel and/or Contact History*.

### NO SYMPTOMS AND NO TRAVEL OR CONTACT HISTORY

#### Action:

Reassure patient.  
No appointment necessary.  
No need for testing.  
Instruct to self-monitor for symptoms and call if condition worsens.

### YES SYMPTOMS AND NO TRAVEL AND/OR CONTACT HISTORY

#### Action:

Assess whether patient is stable, the severity of symptoms and whether patient has comorbidities such as cancer or lung, heart or immune issues. Ask if attended a recent mass gathering.

### YES MASS GATHERING

#### Action:

Arrange for testing. Instruct patient to self-isolate until results are back.

### PATIENT STABLE, SYMPTOMS MILD, NO COMORBIDITIES

#### Action:

Reassure patient.  
No appointment necessary.  
No need for testing.  
Instruct to self-isolate, monitor and call if condition worsens.

### PATIENT STABLE SYMPTOMS MODERATE TO SEVERE AND/OR COMORBIDITIES PRESENT

Arrange for patient to be assessed either in office, by phone, or at an assessment centre if available. If assessment will be in office, follow procedure outlined in document: *Managing potential COVID-19 in-office*