

COVID-19 Ambulatory Sick Call Triage

All pts presenting for care at ANY location must be screened by phone and again upon arrival

START: **Office** is contacted by patient on the phone, who identifies as having a new symptom requiring evaluation

SCREENER: In the last month, have you been in contact with someone who was confirmed or suspected to have COVID-19, including outside the US?
OR
Do you have any of the following:

- Fever $\geq 100\text{F}$ or 37.8C
- New cough
- New shortness of breath
- New sore throat
- New chills
- Sudden loss of taste or smell

OR
Have you been advised to stay home by a medical professional due to illness that might be COVID-19?
OR
Within the last 2 weeks, have you been discharged from a hospital, emergency dept, skilled nursing facility, short term rehab or extended care facility?
OR
Are you currently living in an extended care facility, senior housing, shelter or community based housing?
OR
In the last 2 weeks have you been tested for covid 19?

NO

YES

Sick calls unrelated to COVID-19

- Triage as usual for appropriate office staff, RN, clinician evaluation
 - Offer telephone or video visit as appropriate
 - If patient has a medical necessity for in-person visit
 - Clinician places Appointment Note for medical necessity for in-person visit, so that patient will be allowed into office when they present to location

Resources:

COVID Call Center (203)-688-1700

- Push 2 for Yale Medicine or YNHHS Employee Hotline
- Push 3 for Clinician Hotline
- YNHHS Infection Prevention website: <http://dept.ynhh.org/infectionprevention/SitePages/Home.aspx>

Sick calls potentially related to COVID-19

- Follow ADULT OFFICE TRIAGE for Patient Calls with Respiratory Symptoms or PEDIATRIC OFFICE TRIAGE for Patient Calls with Respiratory Symptoms
 - Offices capable of following the Adult or Pediatric Office Triage algorithms should close the loop with patients
 - Offices not capable of following the algorithms should:
 - Refer the patient to their PCP
 - OR
 - Refer patient to the Covid Call center (203) 688-1700