ADULT OFFICE TRIAGE for Patient Calls w/ Respiratory Symptoms

START: Telephone Triage

If Pt has Moderate/Severe Symptoms

Asymptomatic COVID exposure

Nursing or clinician: Review exposure

ADVICE FOR ALL ASYMPTOMATIC PATIENTS:
- Self monitor per CDC
- Call back for fever or respiratory symptoms
- We do not recommend testing at this time

Minor respiratory symptoms
- Sore throat
- Hoarse voice

ADVICE FOR ALL SYMPTOMATIC PATIENTS:
- Self isolation per CDC
- Call back for worsening
- Advise against emergency room or walk-in
- We do not recommend testing at this time (inadequate supplies)

Triage to MD/APRN/PA or Call Center if no clinician available

Moderate Symptoms
- Breathing okay
- Does not feel well overall
- Coughing
- Headache or sore throat

URI
COVID Suspect
- Home isolation 14 days
- Symptomatic tx

Fever & Cough COVID Suspect
- Home isolation 14 days
- Tamiflu

ADVICE FOR ALL SYMPTOMATIC PATIENTS:
- Self isolation per CDC
- Symptom management
- Call back for worsening
- Advise against emergency room or walk-in
- Consider testing

Negative COVID Test

Positive COVID Test

Severe Symptoms
- Unable to get out of bed
- Dyspneic (RR > 25)
- Chest pain
- Tachycardic (HR > 110)
- Difficulty completing sentence
- Confused

Needs ED and hospital admission
Call before sending to inform “COVID suspect” can self transport
If ambulance needed must inform “COVID Suspect”

Home isolation 7 days
Symptom management
Call back for worsening

Home isolation ≥14 days
(assess for safety) & resolution of cough
Symptom management
Schedule nursing outreach

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