

# 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  $37.8\text{C}$
- New cough
- New shortness of breath
- New sore throat
- New chills

OR

Have you been advised to stay home by a medical professional due to illness that might be 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

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

Resources:

COVID Call Center (203)-688-1700

- Push 2 for Yale Medicine or YNHHS Employee Hotline
- Push 3 for Clinician Hotline

Hyperlink to YNHHS Infection Prevention website

<http://dept.ynhh.org/infectionprevention/SitePages/Home.aspx>