ADULT OFFICE TRIAGE for Patient Calls w/ Respiratory Symptoms — DO NOT BRING PT INTO OFFICE

START: Telephone Triage

If Pt has Moderate/Severe Symptoms

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
- Loss of smell or taste
- Chest pain/tightness

URI, Fever & Cough COVID Suspect
- Home isolation minimum 7 days and ≥ 3 days symptom resolution *
  - Symptomatic tx
  - Consider treatment for influenza or bacterial infection only if highly suspected

Negative COVID Test
- Home isolation
  - 7 days & ≥ 3 day resolution
  - Symptom management
  - Call back for worsening

Positive COVID Test
- Home isolation 14 days and ≥ 3 day resolution of symptoms (assess for safety) & resolution of cough
  - Symptom management
  - Regular patient outreach
  - See COVID positive pathway

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”

Asymptomatic COVID exposure

Minor respiratory symptoms
- Sore throat
- Hoarse voice
- Cough

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
  - Exposures/recommendations:
    - Work exposure: HCW - monitor for symptoms and continue to work
    - Household exposure: Self isolate x 14 days, monitor for symptoms

- 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)
  - Home isolation minimum 7 days and > 3 days resolution of symptoms in the absence of test results

SIM COVID AMBULATORY GUIDELINE 3/29/20
* Aligned with CDC guidelines as of 3/29/20