

How to triage phone calls and scheduling for the Coronavirus with Video Chat

Have you been in contact with anyone with symptoms or a diagnosis of COVID-19 or Coronavirus?

NO

YES

Do you have symptoms of cough or fever (greater than 100.4) or shortness of breath?

YES

NO

NO

Schedule per usual

RN Triage: encourage to reschedule >14 days if non urgent concern, can work with MD on call to decide appropriate step.

Have you traveled outside of (insert state) in the last 14 days? Have you traveled to China, Italy, South Korea or Japan?

If urgent (rash, ear pain, sore throat) schedule with doctor. Provide entry instructions, give mask, and send straight to room.

RN TRIAGE

1

MILD SYMPTOMS

Encourage home care and self quarantine for 14 days and contact health dept. for further Guidance/ testing.

Offer Video Chat with provider and/or parking lot flu testing.

2

MODERATE SYMPTOMS

Triage to clinic or ER per usual and call ahead to ED if needed.

Provide entry instructions, give mask, and send straight to room and use the most isolated room in office.

3

SEVERE SYMPTOMS

Triage to clinic or ER per usual and call ahead to ED if needed.

Provide entry instructions, give mask, and send straight to room and use the most isolated room in office.