**NURSE TRIAGE FOR CORONAVIRUS**

Confirm Patient Meets Criteria:

Travel to ANY overseas destination in the 14 days before symptom onset

OR

Casual or Close Contact with a CONFIRMED# case of Coronavirus in the 14 days before symptom onset

**PATIENT MUST SELF-ISOLATE**

Send Self-Isolation Info

Discuss appropriate follow-up if symptoms escalate

**SUSPECT CORONAVIRUS**

Refer for testing\*\* or to ED depending on severity of symptoms.

Fever OR acute respiratory symptoms, eg. Cough, Shortness of breath, sore throat EVEN IF MILD

**\*\* Refer to Private Pathology or JHH Fever Clinic:**

GP to complete Path Request – COVID-19 + PCR multiplex

(NOTE Indications – travel history /contact, symptoms + date of onset).

FAX request.

Health Care Worker (direct patient contact in hospital or community) with NO travel history

Fever

AND

Acute respiratory infection symptoms

**PATIENT MUST SELF-ISOLATE**

14 days from date of departure.

Send Self-Isolation Info

If symptoms develop patient must call – arrange testing

DEPARTED **Mainland China, Iran, South Korea or Italy** (travel in or transit through)in the last 14 days

OR

Return from **ANY** country since 15 March

NO FEVER OR RESPIRATORY SYMPTOMS

**PATIENT MUST SELF-ISOLATE**

14 days from date of last contact.

Send Self-Isolation Info

If symptoms develop patient must call – arrange testing

NO FEVER OR RESPIRATORY SYMPTOMS

CLOSE contact with CONFIRMED# case of Coronavirus in last 14 days

(see attached definitions)

CASUAL Contact with CONFIRMED case of Coronavirus in last 14 days

(see attached definitions)

NO FEVER OR RESPIRATORY SYMPTOMS

**ADVISE TO MONITOR HEALTH FOR 14 DAYS**

Patient does not need to self-isolate - but if symptoms develop patient must isolate and phone us - DO NOT ATTEND APPT

\*\*Mark appt with **“CoV”** icon\*\*

**#** If contact is currently being tested and awaiting results advise patient to NOT attend practice – discuss further when results known

**\*\* CoV** icon = call patient prior to appt to check if symptoms have developed – escalate triage as appropriate

Updated 17 March 2020

**PRACTICE RESPONSE OVERVIEW FOR PHONE TRIAGE**

**NURSE**

Call patient within 1 hour.

Triage severity of symptoms

Advise patient as per flowchart.

**ADMIN**

Triage phone call following flowchart

Escalate triage as per flowchart

Send URGENT message to NURSE team for COVID Triage

**Escalate Triage**

Patient meets criteria for testing

**= ARRANGE TESTING =**

= NO NEED TO CALL PHU =

Advise patient to self-isolate – we will email information

Advise patient to CALL if symptoms escalate while in isolation

\*\*IF SYMPTOMS ARE SEVERE ARRANGE TO GO TO ED\*\*

**FAX** pathology request form to

Private Path or JHH Fever Clinic

**EMAIL** information on “Isolation for Suspected Cases” to patient + medical certificate, if needed

**USUAL (or next avail) GP**

Path Request (if going to private lab)

Medical Certificate to cover self-isolation while awaiting test results

(7 days)

**Arrange Forms**

**Paperwork**

**OR**

**EMAIL** information on Isolation (as advised by Nurse) to patient + medical certificate, if needed.

**USUAL (or next avail) GP**

Medical Certificate to cover self-isolation (14 days)

Patient meets criteria to isolate

Advise patient to self-isolate – we will email information

Arrange medical certificate if needed for 14 days

Advise patient to CALL if symptoms develop

**Paperwork**

**Arrange Forms**

**OR**

Patient Hx is complex – unsure whether testing/isolation is required

**CONTACT PHU FOR ADVICE**

Updated 14 March 2020

**ADMIN TRIAGE FOR CORONAVIRUS**

Book as normal. Ask patient to CALL if symptoms develop before their appt

Do you (patient) currently have FEVER or any respiratory symptoms such as

cough, sore throat, shortness of breath EVEN IF MILD?

PLEASE ASK THESE **EXACT** QUESTIONS OF **EVERY** PATIENT AND FOLLOW THE FLOWCHART:

**NO**

Have you had contact with anyone diagnosed with or currently being tested for Coronavirus?

**CHECKING FOR SYMPTOMS IS CRITICAL**

**Fever, cough, sore throat, shortness of breath**

**EVEN IF MILD**

**NO**

Have you travelled overseas in the last few weeks?

**NO**

**START**

**HERE**

**YES**

Are you a Health Care Worker with direct patient contact?

**YES**

Telehealth Appt

Book with preferred GP on preferred day

Use Phone Call icon

**NO**

**YES**

Did you travel through China, Iran, Sth Korea or Italy?

Did you return to Australia

on or after

15 March?

Have you had contact with anyone diagnosed with Coronavirus or currently being tested for Coronavirus?

**YES**

**DO NOT COME IN**

You may need to be isolated or tested. One of our nurses will call you shortly to get some more information and discuss

what you need to do.

\*\* Confirm Best

Contact Number \*\*

**NO**

Do you (patient) currently have FEVER or any respiratory symptoms such as

cough, sore throat, shortness of breath

EVEN IF MILD?

**NO**

**NO**

**YES**

**YES**

**NO**

**YES**

**NATIONAL CORONAVIRUS HEALTH INFORMATION LINE**

**1800 020 080**

Make Booking

Mark with **CoV** icon

Inform patient to **CALL** if they develop fever or any respiratory symptoms and **DO NOT ATTEND APPT**

**DO NOT COME IN**

**YOU MAY HAVE CORONAVIRUS**

**YOU MAY NEED TO ISOLATE YOURSELF**

ONE OF OUR NURSES WILL CALL YOU SHORTLY TO GET SOME MORE INFORMATION AND DISCUSS

WHAT YOU NEED TO DO

\*\* Confirm Best Contact Number \*\*

**DO NOT COME IN**

You need to isolate yourself.

One of our nurses will call you today to discuss what you need to do and how we can help you. If you are not at home, please go home now and wait for our nurse to call.

\*\* Confirm Best Contact Number \*\*

**\* CoV** icon = call patient prior to appt to check if symptoms have developed – escalate triage as appropriate

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