UCSF Health COVID-19 Ambulatory Adult Remote Triage

Subject to modification - Refer to UCSF Infection Control Website for version updates
Owners: Susan Smith, MD & Bryn Boslett, MD

Target audience: Adult Primary and Specialty Clinical Staff & Providers

- Patient contacts clinic via video, phone, or mychart

  Is this a life-threatening emergency? (cannot breathe, chest pain, dizzy, confused)

  - Yes
    - 911 for EMS
      - Instruct patient to wear mask after EMS arrives
    - NO
  - NO
    - Has any of the following new / worsening symptoms:
      1. Fever (objective or subjective)
      2. Unexplained muscle aches
      3. Respiratory symptoms (shortness of breath, cough)
      4. URI symptoms (sinus congestion, runny nose, sore throat)
      5. GI symptoms (diarrhea, nausea, vomiting)
      6. ENT symptoms (loss of taste or smell)
      7. Eye symptoms (conjunctivitis)
      8. Altered mentation (confused, dizziness, falls)

  - YES
    - Patient with risk factors (yellow box) OR concerning symptoms (shortness of breath, wheezing, getting worse over time)

  - NO
    - Standard triage evaluation

  1. Staff member instructs patient to call COVID hotline
  2. Provide COVID-19 instructions via Smartphrase coviddischargedult to provide guidance on home isolation

Environmental risks:
- High-risk travel or known COVID exposure within 14 days
- Health care workers
- Institutional home setting (nursing home, dormitory, shelter, prison, etc)
- Outpatient dialysis center patient
- Living with immunocompromised person(s)
  - Patient-related risks
    - Age > 60
    - Immunocompromised (oncology, transplant, immunosuppressive medicines, HIV, other known immunodeficiency)
    - Pregnancy
    - Chronic lung disease
    - Cirrhosis
    - Cardiovascular disease
    - End stage renal disease
    - Diabetes
    - Hypertension
    - Smoking/Vaping

For additional details on how to conduct the video visit & use the smartphrase below see page 2.

COVID evaluation, low acuity:
1. Order COVID RNA, select "Symptomatic" & relevant indications. Can also order other testing (CXR, lab) if desired.
2. Place referral order "Ambulatory Referral to Respiratory Screening Clinic or Testing Only Appointment (UCSF ONLY)": Select "Other COVID Testing only appointment", and indicate tests that have been ordered.
3. Ask patient to mask if able. Dic instruction via smartphrase coviddischargedult or advise pt to go to local testing facility

COVID evaluation, moderate acuity:
- Place referral for "In-person Provider Appointment" to send a patient to the RSC. Ask patient to mask. Dic instruction via smartphrase coviddischargedult or advise pt to contact their local physician

High acuity / life threatening:
- Send to ACUED (Pam, MZ, MB) or local ED