Target audience: Adult Primary and Speciality Clinical Staff & Providers

1. Staff member instructs patient to call COVID hotline.
2. Provide COVID-19 instructions via Smartphrase coviddischargeadult 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 meds, HIV, other known immunodeficiency)
  - Pregnancy
  - Chronic lung disease
  - Cirrhosis
  - Cardiovascular disease
  - End stage renal disease
  - Diabetes
  - Hypertension
  - Smoking/Vaping

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
  - 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)

- NO
  - Standard triage evaluation

- YES
  - Patient with risk factors (yellow box) OR concerning symptoms (shortness of breath, wheezing, getting worse over time)
  - MD/APP provider able to perform same-day video triage?
    - YES
      - Clinic staff schedules pt for video visit w/ clinic provider for further evaluation. Provider to triage via Smartphrase covidadultremotetriage
    - NO
      - 1. Clinic staff sends patient to the COVID hotline for triage. This includes triage to Video ACC, ACUED (Pam, MZ, or MB) or RSC as needed
        2. When COVID Hotline/RSCs are not open, for concerning symptoms (shortness of breath, wheezing, getting worse over time) send pt to the ED
        3. Provide COVID-19 instructions via Smartphrase coviddischargeadult

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