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 covididdischargeadult 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)

Clinic 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 covididdischargeadult

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 covididdischargeadult

COVID evaluation, low acuity:
1. Order COVID RNA, select "Symptomatic" & relevant indication. Can also order other testing (CT, labs) if desired.
2. Place referral order "Ambulatory Referral to Respiratory Screening Clinic or Testing Only Appointment (USCF ONLY)". Select "Other COVID testing only appointment" and indicate labs that have been ordered.
3. Ask patient to mask if able. Dic instruction via smartphrase covididdischargeadult 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 covididdischargeadult or advise pt to contact their local physician

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

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