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

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
- High risk COVID care workers
- Institutional home setting (nursing home, dormitory, shelter, prison, etc.)
- Outpatient dialysis center patient
- Living with immunocompromised persons
- 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)

- NO
- YES

NO: Standard triage evaluation

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

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 smart phrase below see page 2.

COVID evaluation, low acuity:
1. Order COVID RNA, select “Symptomatic” & relevant indication. 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 coviddischargeadult or advise pt to go to local testing facility

COVID evaluation, moderate acuity:
1. Order COVID RNA, select “Symptomatic” & relevant indication. 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 coviddischargeadult or advise pt to go to local testing facility

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