UCSF Health COVID-19 Ambulatory Remote Triage for **OB** Patients with Respiratory Symptoms

**Target audience:** **OB** Clinical Staff Members and Providers

1. **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**
         - **Standard triage evaluation**

2. **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. URTI symptoms (headache, runny nose, sore throat)
   - 5. GI symptoms (diarrhea, nausea, vomiting)
   - 6. ENT symptoms (loss of taste or smell)
   - 7. Eye symptoms (conjunctivitis)
   - **YES**
     - Clinic staff schedules pt for video visit w/ clinic provider for further evaluation, Provider to triage via SmartPharse covid19dischargeadmit
   - **NO**
     - **Close MDACP provider to perform same day video triage**

3. **Patient with risk factors (yellow box) OR concerning symptoms (shortness of breath, wheezing, getting worse over time)**
   - **YES**
     - **Close MDACP provider to perform same day video triage**
   - **NO**
     - **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**
       - Cardiovascular disease (e.g. PACT)
       - Immunocompromised (oncology, rheumatologic disease, transplant, immunosuppressive meds including steroids, HIV, other known immunodeficiency)
       - Chronic lung disease, including moderate to severe asthma
       - Cirrhosis
       - End stage renal disease
       - Pre-gestational Diabetes
       - Hypertension
       - Smoking/vaping
   - **YES**
     - **Clinical staff schedules pt for video visit w/ clinic provider for further evaluation, Provider to triage via SmartPharse covid19dischargeadmit**
   - **NO**
     - **If COVID Hotline closed, invite 20+ weeks to OB triage for evaluation (mask from home if possible)**
       - For 20+ weeks CA, refer to Paramedics ED / ACH in absence of OB issue
       - If OB problem also present, refer to OB triage
     - **2. If COVID Hotline open and COVID-only complaint, use for triage**
       - This includes triage to Video ACC, ACHUP (Pam, M2, or M3) or RSC as needed
     - **3. Provide COVID-19 instructions via SmartPharse covid19dischargeadmit**
   - **High acuity / life threatening**
     - Direct to nearest ED (MB or PM) or local ED

**Guidelines cannot replace personalized evaluation and management decisions based on individual patient factors**