

Telephone Triage Processes for SARS-CoV-2 / COVID-19 Concerns

(As of 3/16/20)

To be addressed by clinical team member.

Please ensure you have the most up to date information by clicking [here](#).

Is the patient calling with concern for either symptoms of either respiratory illness, concern for COVID-19 exposure or concern about COVID-19 testing?

If a concern has been identified, please have clinical team member talk with patient.

Clinical team member script:

"As part of our response to **positive** cases of coronavirus in South Carolina, I want to ask you some questions so I can best help you and meet your needs."

Always Call 911 if it is an emergency situation
Current guidance is evolving

Step 1- Assess patient symptoms and illness severity:

Have the patient describe symptoms and compare to list below.

Attempt to classify the Severity into one of four categories:

1) No symptoms 2) Mild, 3) Moderate 4) Severe

Specifically ask: "Do you have any new or worsening problems breathing?"

Symptoms:

- COVID-19 cases may have a wide variety of presentations.
- Symptoms similar to a common viral upper respiratory infection (i.e. common cold).
- Cough, congestion, fever (measured or reported), chills, sore throat, muscle aches, fatigue, headache.
- There may also be GI symptoms such as diarrhea and nausea.
- They may report more severe symptoms such as shortness of breath.

Step 2 – Assess possible Exposure to COVID-19

Specific questions:

"Have you had any close contact with someone who has been diagnosed or is suspected of having COVID-19?"

"Have you travelled to any of these areas in the last 14 days?" (see below)

Current locations of concern for travel:

China
Hong Kong
Italy/All European Countries
Iran
South Korea
Japan
Any area with sustained and widespread community transmission

Step 3 – Classify if the patient may be higher Risk

"I'm going to ask you about your health history. Please let me know if you have any of these health problems:"

Comorbidities to assess:

Age 60 or older
Heart disease, heart failure, stroke
Kidney disease
Chronic liver disease
Cancer
Diabetes
Chronic lung disease
Immune compromise or on medications impairing the immune system
Pregnant or recently delivered a baby (up to 2 weeks after delivery)

Patients determined to be at LOW RISK – mild to moderate symptoms, no travel/exposure & no comorbidities:

Response: If you have a mild to moderate illness and can stay at home, please do so at this time. We don't recommend you come to the office or hospital for testing. We have FREE virtual visits available, if you would like. This illness could be many things but it is important you monitor yourself. Please call us back if you become more ill or develop problems breathing or shortness of breath.

For FREE Virtual Health visits, direct patients to:
www.prismahealth.org/virtual-visit/
use code: COVID19

Patients determined to be HIGH RISK:

Patient should be tested for COVID-19. Order LAB2019:2019 Novel Coronavirus (COVID-19) in Epic. Instruct patient to go to drive-through testing site at Greenville Memorial Hospital South Parking Deck Lower Level. Testing site will be open 9am-6pm M-F at this time. Patient should remain masked. Results will be available in 4-7 days. Patient should remain quarantined until further notice from Provider.

Acutely ill patients needing potential admission to the hospital that are high risk for COVID-19, call referral center at (864)-455-0000 for further instructions.