**Audience:** Adult Primary and Specialty Clinical Staff & Providers  
**Purpose:** Triage of Adult patients presenting by phone, MyChart or Telehealth visit with new symptoms concerning for COVID-19

1. **Pt alerts clinic to possible COVID-19 symptoms via Telehealth visit, phone call, or MyChart message**

   - 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

   - Clinical Staff (RN, APP or MD) evaluating for COVID-19 will ask patient:
     1. **In the past 14 days, patient has any of the following new/acute symptoms:**  
        - Fever (100°F or greater, or subjective) or chills  
        - Unexplained muscle aches  
        - Respiratory symptoms (dyspnea or cough)  
        - URI symptoms (sinus congestion, rhinorrhea, sore throat)  
        - GI symptoms (diarrhea, nausea, vomiting)  
        - ENT symptoms (loss of taste or smell)  
        - Eye symptoms (conjunctivitis)  
     2. **Older adults:** altered mentalation, weakness, dizziness, or falls may be the only signs of COVID-19

   - **Clinical Staff:**  
     1. **In the past 14 days, patient has any of the following new/acute symptoms:**  
        - Fever (100°F or greater, or subjective) or chills  
        - Unexplained muscle aches  
        - Respiratory symptoms (dyspnea or cough)  
        - URI symptoms (sinus congestion, rhinorrhea, sore throat)  
        - GI symptoms (diarrhea, nausea, vomiting)  
        - ENT symptoms (loss of taste or smell)  
        - Eye symptoms (conjunctivitis)

2. **In the past 14 days, patient had prolonged close contact (<6 ft apart for >15 min over a 24 hr period) with a person who was COVID+**

3. **Clinic Provider available to perform additional triage and place orders?**  
   - **YES**  
     - Provider to triage to aid with next steps and disposition. Triage via Video visit is preferred when possible.
   - **NO**

4. **Clinic staff sends patient to the COVID Hotline for triage - 415-644-7180**  
   - This includes triage to Video ACC, ACU/ED (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

**COVID evaluation: low acuity:**  
1. Order COVID RNA, select “Symptomatic” & relevant indication. Can also order other testing (CXR, labs) if desired.
2. Place referral order “Ambulatory Referral to Testing Only Appointment (UCSF ONLY) or Respiratory Screening Clinic” Select “Other COVID testing only appointment”, and indicate tests that have been ordered.
3. Ask patient to mask. D/c instruction via smartphrase coviddischargeadult 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. D/c instruction via smartphrase coviddischargeadult or advise pt to contact their local physician

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