UCSF Health COVID-19 Ambulatory **Symptomatic Adult** Remote Triage

**Subject to modification - Refer to UCSF Infection Control Website for version updates**

**Owners:** Susan Smith, MD & Bryn Boslett, MD

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**Audience:** Adult Primary and Speciality Clinical Staff & Providers

**Purpose:** Triage of Adult patients presenting by phone, MyChart or Telehealth visit with new symptoms concerning for COVID-19

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**KEY INFORMATION**

**COVID Hotline:** (415) 510-7228  
Monday-Friday: 8am-5pm; Saturday-Sunday: 8-7pm

**VAHC Hours of Operation:** Now consolidated into the RSCs. Monday-Sunday: 8am-5pm

**Provider Only Central Scheduling Line**

1. Providers requesting RSCs should use the smartphrase covidadultrameterriage for their patients & must put in a referral in Apex. "Ambulatory Referral to COVID Testing Appointment or Respiratory Screening Clinic (UCSF ONLY)." Please note that if making a nurse-only visit, a future order for COVID testing must also be placed.

2. Urgent RSC scheduling needs feel free to call 415-510-8549 scheduling questions (RSCs apply still require a referral even when calling hours of operation. Monday-Friday 8am-5pm; Saturday-Sunday 8am-5pm

**Mobile Testing (Laurel Heights)**

Monday-Sunday: 8am-5pm

**Adult Respiratory Screening Clinics (RSCs)**

**"Backline as listed below are only for non-RSC clinics sending patients screening positive for COVID symptoms directly to RSCs for walk-ins with the "Clinic to RSC Passport."**

- **Mount Zion RSC:** Backline: 415-885-8549  
  Monday-Friday: 8:12 & 12:30-5pm  
  1860 Divisadero Ave, 2nd floor of the Cancer Center San Francisco, CA 94115

- **Parnassus RSC:** Backline: 415-353-3133  
  Monday-Sunday: 8:12 & 12:30-5pm  
  **NOTE: NEW LOCATION**  
  400 Parnassus 1st floor San Francisco, CA 94143

- **Mission Bay RSC:** Backline: 415-516-6080  
  Monday-Friday: 8:12 & 12:30-5pm  
  Closed at lunch 1225 4th street, 4th floor, Gateway Medical Building San Francisco, CA 94158

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**Provider to triage via Smartphrase covididultrameterriage to aid with next steps and disposition.**

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