

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 Speciality Clinical Staff & Providers

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

UCSF Health
V.12
3.27.2020

KEY INFORMATION

COVID Hotline (415-514-7328)
Hours of Operation: Monday-Friday: 8-5pm; Saturday-Sunday: 8-2pm

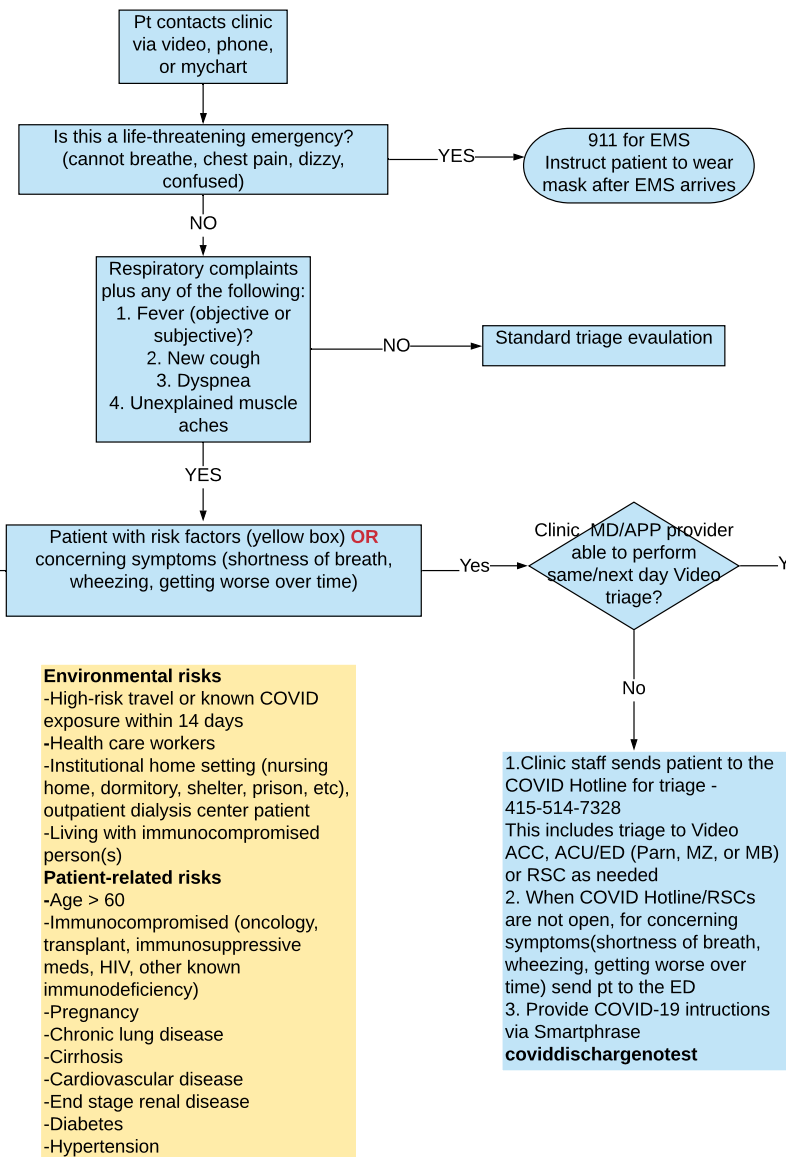
Adult Respiratory Screening Clinics (RSCs)
**Backline #s listed below are only for non-RSC clinics sending patients screening positive for COVID symptoms (those that are already on campus) directly to RSCs for walk-ins with the "Clinic to RSC Passport."
-Parnassus RSC Open now;
Backline: 415-353-2138; Frontline: 415-353-2602
Hours of operation: M-F, 8-6pm (Open Sat, 3/28 from 8-6pm)
400 Parnassus Ave, First Floor San Francisco, CA 94122

-Mount Zion RSC Open now;
Backline: 415-885-3549
Hours of operation: 7-days per week, 8-6pm (Closed Sat, 3/28)
1600 Divisadero Ave, 2ndFloor of the Cancer Center San Francisco, CA 94115

-Mission Bay RSC Open now;
Backline: 415-514-4085
Hours of operation: 7-days per week, 8-6pm (Closed this weekend 3/28-3/29)
1825 4th street, 4th floor, Gateway Medical Building San Francisco, CA 94158

Provider Only Central Scheduling Line
1. Providers requesting RSC appts must use the smartphrase covidadultriotriage for their pts & must put in a referral in Apex
2. RSC appts require a referral - For urgent RSC/VACC scheduling questions providers may call this provider-facing line 415-514-2850; DO NOT DISTRIBUTE THIS PHONE # TO PTS
Hours of operation: 7 days per week, 8-6pm

1. Staff member instructs patient to call COVID hotline 415-514-7328 **if there is clinical worsening**
2. Provide COVID-19 instructions via Smartphrase covidischargenotest



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

- Age > 60
- Immunocompromised (oncology, transplant, immunosuppressive meds, HIV, other known immunodeficiency)
- Pregnancy
- Chronic lung disease
- Cirrhosis
- Cardiovascular disease
- End stage renal disease
- Diabetes
- Hypertension

**For patients that live far away from UCSF Health locations, advise them to get evaluation & care locally

Low risk / Stable: Home monitoring with return precautions. D/c instruction via Smartphrase covidischargenotest

Needs evaluation, low acuity: Order viral testing & place RSC referral for testing only. D/c instruction via Smartphrase covidischargetestingsent or advise pt to go to local testing facility

Needs evaluation, moderate acuity: Place referral to RSC for in-person evaluation or advise pt to contact their local physician

High acuity /Life threatening: Send to ACU/ED (Parn, MZ, MB) or local ED