UCSF Health V.12 3.27.2020

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

Pt contacts clinic

via video, phone.

or mychart

Is this a life-threatening emergency?

(cannot breathe, chest pain, dizzy,

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

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 Passnort" -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 Packling: 415 514 4095 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 Providers requesting RSC appts must use the smartphrase covidadultremotetriage 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

1. Staff member instructs

415-514-7328 if there is

clinical worsening

2. Provide COVID-19

coviddischargenotest

patient to call COVID hotline

intructions via Smartphrase

Hours of operation: 7 days per week, 8-6pm

confused) ΝO Respiratory complaints plus any of the following: 1. Fever (objective or subjective)? 2. New cough 3. Dyspnea 4. Unexplained muscle aches YĖS Patient with risk factors (yellow box) OR concerning symptoms (shortness of breath, wheezing, getting worse over time) **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 -Aae > 60-Immunocompromised (oncology, transplant, immunosuppressive meds. HIV. other known immunodeficiency) -Pregnancy -Chronic lung disease -Cirrhosis -Cardiovascular disease -End stage renal disease

-Diabetes
-Hypertension

911 for FMS Instruct patient to wear mask after EMS arrives Standard triage evaulation Clinic staff schedules pt for video visit w/ clinic Clinic MD/APP provider provider for further able to perform evaluation. Provider to same/next day Video triage via Smartphrase triage? covidadultremotetriage Νο 1.Clinic staff sends patient to the COVID Hotline for triage -415-514-7328 This includes triage to Video ACC, ACU/ED (Parn, 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 intructions via Smartphrase coviddischargenotest

away from UCSF Health ocations, advise them to get evaluation & care locally Low risk / Stable: Home monitoring with return precautions. D/c instruction via Smartphrase coviddischargenotest Needs evaluation, low acuity: Order viral testing & place RSC referral for testing only. D/c instruction via Smartphrase coviddischargetestingsent or advise pt to go to local testing facility Needs evaluation, moderate acuity: Place referral to RSC for in-person evauation

or advise pt to contact theeir

local physician

High acuity /Life threatening:

Send to ACU/ED (Parn.

MZ. MB)

or local ED

**For natients that live far