

Smartphrase name: COVIDADULTREMOTETRIAGE

COVID-19 Ambulatory Adult Remote Triage

Target audience: MDs or APPs conducting video visits or telephone calls

Part I: Life-threatening conditions

- Severe, continuous chest pain, severe shortness of breath, or confusion
- Significant change in vital signs or visual exam from baseline

Meets any part I criteria? [Yes: ***/No]

If yes, send patient to ED

Part II: Urgent symptoms

- New onset mild SOB/DOE
- Emesis or trouble taking PO
- Immunocompromised (active cancer, transplant, immunosuppressive meds, HIV, other known immunodeficiency) AND new cough OR fever
- Mild change in vital signs or visual exam from baseline
- Symptoms worsening after one week

Meets any part II criteria? [Yes: ***/No]

If Yes, send patient to Respiratory Screening Clinic (RSC) for in-person evaluation with a provider.

- Place referral "Ambulatory Referral to Respiratory Screening Clinic (UCSF ONLY)" and select "In-person evaluation"

Part III: Less urgent symptoms

- New cough, fever, myalgias or sore throat AND either
 - One or more comorbidities (age >60, chronic lung disease, chronic heart disease, DM, ESRD, cirrhosis, hypertension, pregnant, living with immunocompromised person) OR
 - High risk of exposure to COVID-19 (unprotected contact with COVID-19 positive person, healthcare worker, institutional setting, return from CDC level 3 country)

Meets any part III criteria? [Yes: ***/No]

If yes, send patient to RSC for testing only (COVID-19 and rapid flu/RSV swab. RVP can be ordered in place of rapid flu/RSV in immunocompromised patients only). Patient will NOT see a physician.

- Place referral "Ambulatory Referral to Respiratory Screening Clinic (UCSF ONLY)" and select "Testing only"
- Place the orders for testing in Apex
- Recommend arranging a telephone or video visit follow up with you or your clinical colleagues in 24-48 hours

Please do not conduct in-person visits with patients with respiratory symptoms to protect onsite workers and other patients.

Part IV: Low risk/low severity

Meets none of the above criteria (e.g. symptoms but no high-risk comorbidities or COVID-19 exposure)

Meets part IV criteria? [Yes: ***/No]

If yes, provide reassurance and advise patient to care for self at home. Patient should contact COVID-19 Hotline at 415-514-7666 if symptoms do not improve.

Disposition:

SmartList:

Send to Emergency Department for further evaluation

Send to Respiratory Screening Clinic for in-person evaluation

Send to Respiratory Screening Clinic for testing only (with video visit or telephone follow up)

Home with quarantine and symptom management

Consider adding the following smartphrases to the patient instructions:

COVIDDISCHARGENOTEST - for basic isolation and care instructions with NO COVID testing

COVIDDISCHARGETESTINGSENT - for basic isolation and care instructions WITH COVID testing

COVIDADULTSYMTPOMMANAGEMENT - for basic URI/COVID symptom management instructions