COVID-19 Screening Workflow for Phone Triage

**Question 1:** Is patient seen in IMTX or Transplant clinic?
- Yes: Instruct patient to contact their care team directly.
- No: Continue.

**Question 2:** Do you have a fever or any respiratory symptoms such as coughing, difficulty breathing, congestion, sore throat, runny nose, chest tightness or sneezing?
- No: STOP
  - No further action required.
  - Patient may come into the clinic.
- Yes: If patient has a fever...
  - If patient is acutely short of breath...
    - Refer patient to local ED.
    - Instruct them to call ahead.
  - If patient has mild respiratory symptoms but no fever or shortness of breath...
    - Instruct patient to contact their care team as soon as possible to discuss evaluation in the clinic.
    - Help them contact their care team if necessary.
  - If patient has a fever...
    - If patient is acutely short of breath...
      - Refer patient to local ED.
      - Instruct them to call ahead.
    - If patient has mild respiratory symptoms but no fever or shortness of breath...
      - Instruct patient to contact their care team as soon as possible to discuss evaluation in the clinic.
      - Help them contact their care team if necessary.
  - If patient has mild respiratory symptoms but no fever or shortness of breath...
    - Instruct patient to contact their care team as soon as possible to discuss evaluation in the clinic.
    - Help them contact their care team if necessary.

**Question 3:** Are you experiencing any of the following?
- Yes: If patient has a fever...
  - If patient is acutely short of breath...
    - Refer patient to local ED.
    - Instruct them to call ahead.
  - If patient has mild respiratory symptoms but no fever or shortness of breath...
    - Instruct patient to contact their care team as soon as possible to discuss evaluation in the clinic.
    - Help them contact their care team if necessary.
  - If patient has mild respiratory symptoms but no fever or shortness of breath...
    - Instruct patient to contact their care team as soon as possible to discuss evaluation in the clinic.
    - Help them contact their care team if necessary.
- No: Documentation:
  - Please keep a log of your calls (patient name, MRN)
  - Document in the ORCA telephone triage note

**All other patients:**
- Advise patient to stay at home until resolution of respiratory symptoms. Instruct patient to contact their care team and potentially reschedule upcoming appointment(s).
- Inform them that the care team will conduct symptom monitoring for worsening symptoms.
- Counsel patient regarding symptom management and signs/symptoms that should prompt patient to call or to their healthcare provider or seek further evaluation at ED (e.g. fever or SOB)