

COVID19 Phone Triage Workflow for School Aged Students Sent Home/Need Re-entry to School

If parent/guardian answers “yes” to the PSR screening question that the child needs an evaluation or covid19 test to return to school:

- PSR should send phone note to triage nurse
- Triage nurse populates phone note with following script:
 - Does your child you have a new cough, when did it start? Shortness of breath? Hard/labored or fast breathing?
 - Able to take PO intake of liquids? How much? UOP status?
 - In the last three days, has your child had a fever? How high?
 - Other symptoms: body aches? Sore throat? Ear pain? Is this the primary or worst of all their symptoms? Runny nose, nausea, vomiting, or diarrhea? headaches?
 - Gather relevant chronic diseases and list in phone note (Does the patient have a history of asthma, other chronic respiratory illness (ex: CF, bronchopulmonary dysplasia), congenital heart disease, organ transplant, ESRD, diabetes, immunocompromising drugs (specifically chronic steroids, chemotherapy, or drugs to treat rheumatologic disease)
 - Has your child been exposed to someone who has tested positive for COVID19?

Triage Protocol:

- If symptoms are mild, no relevant exposure history, and no underlying chronic disease/immunosuppressed state:
 - Patients over age 4 will have a non-patient specific order for covid19 test
 - Patients should be scheduled for a drive thru visit (CFP/Peds) or Acute19 visit (other sites)
 - If the parent has a clear preference for their child to be seen in person, we will try to accommodate with an Acute 19 visit
 - Communicate with parent/guardian that if covid19 test is negative, patient will be seen in office; if test is positive, they will be contacted and appointment will be converted to a telehealth visit
 - Triage nurse to forward to PSR for scheduling the 48 hour follow up appointment
- If symptoms are mild and patient has EITHER a relevant exposure history or one of the above listed chronic diseases or immunosuppressed states:
 - Patients over age 4 will have a non-patient specific order for covid19 test
 - Patients should be scheduled for a drive thru visit (Peds/CFP)
 - If the parent has a clear preference for their child to be seen in person, we will try to accommodate with an Acute 19 visit
 - Triage nurse will contact patient in 24 hours (via phone) to do a check-in of symptoms and document. If symptoms are worse, nurse to send to provider for further assessment
 - Communicate with parent/guardian that if covid19 test is negative, patient will be seen in office; if test is positive, they will be contacted and appointment will be converted to a telehealth visit
 - Triage nurse to forward to PSR for scheduling the 48 hour follow up appointment
- If symptoms severe (respiratory distress, change in mental status, etc.):
 - Direct patient to call 911 for the ambulance
 - Call the emergency room to notify them that a PUI is coming in by ambulance