

## COVID-19 Scheduling and Nurse Triage Line Algorithm

Questions
Do you have a fever?
Do you have a recent/new onset cough (not related to allergy or COPD)?
Do you have a recent/new onset shortness of breath (not related to chronic disease)?
Do you have a recent/new onset diarrhea and fever?
Are you living with someone that is quarantined or furloughed related to COVID-19?
Have you been in contact with an individual positive or under investigation for COVID-19?
Have you traveled internationally or to WA, CA, La or NY in the last 14 days?

### If the Patient Answers “No” to the Questions:

1. Proceed as usual.
2. Educate patient: “If you start having at any time:
  - Fever, cough, shortness of breath, or diarrhea,
  - OR if you are exposed to a quarantined individual, or an individual who is positive or under investigation for COVID-19,
  - OR travelled internationally or to WA, CA, La or NY in the last 14 days,
 And you have scheduled an appointment; you must contact us (or the nurse triage line) again prior to your appointment so that we may assist you.”

### If the Patient Answers “Yes” to Any Question:

1. Schedule the patient 14 days after exposure/ symptoms if possible.
2. If patient must be seen before 14 days, call nurse triage line (713-486-8876) or designated provider to speak with patient.
3. **Patient Provider** to decide disposition: Does the patient require medical care in the emergency room, in clinic, or are they able to manage symptoms at home?
  - Medical care in clinic: Provider discusses case with clinic management and take precautions to see patient: mask patient when arrives to clinic and go directly to a patient room, limit staff that will have contact with patient. Consider asking patient to wait in car until called.
  - Medical Care in Emergency Room: Tell patient you are organizing a place they can safely be evaluated. Discuss next steps with patient including telling them to wear a surgical mask upon arrival to medical care facility
  - Manage symptoms at home: Educate patient\*. Ask patient to remain at home. Report case to the Health department. Patient to notify call center or nurse triage line if they need assistance.

**For Parents/Guardians/Visitors Accompanying Patients:**

1. Remind patients of restricted visitor rules
2. Parent, guardian, or mandatory visitor who will accompany the patient should not answer yes to any of the questions.
3. If the patient must be seen in a clinic with the parent, guardian, or visitor who answer yes to any of the questions, inform the parent, guardian, or visitor that they will be placed in isolation along with the patient.

\*<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>