Ambulatory triage and referral process for potential COVID19 patients

Criteria for COVID-19 Testing:

https://pulse.partners.org/hub/departments/emergency_preparedness/coronavirus/covid19_testing_criteria

If the patient is in clinic, please follow the appropriate Isolation and Contact Precautions when assessing patient:

https://pulse.partners.org/hub/departments/emergency_preparedness/coronavirus/covid19_clinical_policies

Screening Assessment and Referral Process

All screening assessments are documented in Epic using the COVID-19 Triage Smartform, available in Telephone Encounters and Office Visit Encounters.

1. Click Epic > Patient Care > Telephone Call. Or navigate to the COVID-19 Triage Smartform in Rooming.
2. Enter Reason for call: “COVID-19 Inquiry.”

3. Click on the COVID-19 Triage form from the navigator. Note new symptoms.
4. Assess patient for high risk factors:

<table>
<thead>
<tr>
<th>Risk Factors</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient is a household contact of a Partners Healthcare employee who is required to work at a clinical site?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Patient is at least 70 years old?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Patient has severe chronic lung disease (e.g. asthma, bronchiectasis, cystic fibrosis, COPD, etc.)?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Patient has severe heart disease (e.g. angina, congestive heart failure, arrhythmia, etc.) or congenital heart disease?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Patient has a CD4 count less than 200?</td>
<td>Yes</td>
<td>No</td>
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<tr>
<td>Patient is on immunosuppressing medications (e.g. prednisone &gt;20mg/d, chemotherapy, mycophenolate, cyclophosphamide, azathioprine, tacrolimus, TNF inhibitors, monoclonal antibodies, etc.)?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Patient is on dialysis?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Resides in long term care facility (SNF, Rehab, LTAC, Group Homes)?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Patient is homeless?</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Other Indications

- Patient with prior indeterminate/inconclusive COVID-19 result? | Yes | No

This patient does not meet criteria above. However, I personally discussed this patient with infection control/auxiliary/biothreats/Epidemiology who certified this patient should be tested.


Recommendations

5. Recommendations are based on combination of Testing criteria, Symptoms and Risk Factors (Partners COVID-19 Ambulatory Triage Algorithm)

**IMPORTANT NOTE:** This assessment form is designed for use by clinicians and providers to guide triage. Referral orders are accessible via the BestPractice tab after completing the form. After completing the questions, see the Recommendations section for next steps. Select the COVID-19 Speed Button under Documentation.

1. Patients who do not meet criteria for COVID-19 testing, should be advised to self-isolate.

2. Asymptomatic or mildly symptomatic patients who meet criteria for COVID-19 testing can be **referred** for scheduling at Testing-only Sites.

3. Patients with symptoms and risk factors may be **referred** for evaluation at a Respiratory Illness Clinic. Testing to be determined upon evaluation.

4. Patients with severe symptoms should be sent to the ED for evaluation.

6. ONLY if the recommendation is to **Refer** – go to the **BestPractice** section to order the referral by clicking **Accept**.
7. Select a location where the patient would go potentially for testing (COVID-19 Screen referral) or evaluation (Respiratory Illness Clinic).

8. Once the referral is placed, the site’s scheduling team will call the patient to schedule testing or evaluation.

9. Document a note pre-populated with answers from the form by using the COVID-19 Triage Quick button.