

For people seeking information, the 'worried well', direct them to www.ncphn.org.au for community information including the National Coronavirus Helpline, healthdirect resources, FAQ links and more.

Patient telephones seeking information or to request an appointment

Usual Greeting + because of the current COVID-19 (coronavirus) situation, and to reduce the risk of infection, we are now offering consultations by video or phone. I need to ask you a few questions before we make an appointment. **Do you have any of the following symptoms – fever, shortness of breath, cough or sore throat?**

YES

NO

Clinician triage via video or phone consultation. **Is the patient a probable or suspect COVID-19 case?** Go through the probable and suspect case definition to determine whether testing criteria is met: www.bit.ly/NSW-testing

NO Clinician triage to determine the nature of the appointment. Assess suitability for telehealth.

YES Have you travelled overseas or been on a cruise ship in the last 14 days? Have you had close contact with someone who has been confirmed with COVID-19 in the last 14 days?

YES

NO

Mildly unwell and can be managed in general practice remotely.
Refer patient to private pathology provider for testing. Call ahead to pathology staff. Book a follow-up video or phone appointment.

Mild-moderately unwell and requires in-person assessment.
Refer patient to a LHD COVID-19/ Fever Clinic or Respiratory Clinic* depending on location and patient assessment. Call ahead to clinic staff.

Moderate-severely unwell with shortness of breath and uncontrolled cough.
Refer patient to hospital ED. Call ahead to ED staff.

No physical exam needed
Book a video or phone consultation

Likely physical exam needed
If practice is able to isolate patient and use PPE, organise a face-to-face appointment or triage accordingly.

Determine the nature of the appointment, e.g. a well person seeking a flu vaccination or someone requiring a consultation.

For patients needing to be seen in-person, e.g. flu vaccinations, book appointments **at the beginning of the day.**

For patients who can be seen remotely, book a video or phone consultation and triage accordingly.

Give clear and firm instructions on self isolation for the person and instructions for close contacts such as household members.

*Australian Government-funded primary care Respiratory Clinics will be an additional option once established.