

For people seeking information, the 'worried well', direct them to [www.ncphn.org.au](http://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](http://www.bit.ly/NSW-testing)

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

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.