

For people seeking information, the 'worried well', direct them to www.hnc.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 situation, and to reduce the risk of infection, we are offering consultations by video or phone. I need to ask you a few questions before we make an appointment. **Do you or anyone in your household feel unwell and/or have symptoms related to COVID-19? Fever, cough, shortness of breath, chills, body aches, sore or scratchy throat, headache, runny nose, muscle pain, vomiting, nausea, diarrhoea, or loss of smell or taste.**

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/C19-guidelines

Clinician triage to determine the nature of the appointment. Assess suitability for telehealth.

Do you live in or have travelled through an area where COVID-19 outbreaks have occurred?
NSW Health – www.bit.ly/NSW-locations

YES

YES

NO

Mildly unwell and can be managed in general practice remotely.

Mild-moderately unwell and requires in-person assessment.

Moderate-severely unwell with shortness of breath and uncontrolled cough.

No physical exam needed

Likely physical exam needed

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

Refer patient to private pathology provider for testing. Call ahead to pathology staff. Book a follow-up video or phone appointment.

Refer patient to a LHD COVID-19/ Fever Clinic or Respiratory Clinic depending on location and patient assessment. Call ahead to clinic staff.

Refer patient to hospital ED. Call ahead to ED staff.

Book a video or phone consultation

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

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

1. Temperature check <37.5 °C
2. Complete symptom check and exposure assessment

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

YES

NO

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

Continue with appointment and NSW QR check-in.

Refer to COVID-19 testing: www.bit.ly/NSW-testing