



## COVID-19 Screening Hotline Guide

### 1) ASK **SYMPTOMS FIRST** a) Primary Symptoms:

1. i) Fever greater than 100.4 (please have them state what their fever is; if they “feel warm” that does not qualify)
2. ii) Cough (new onset - *not* a cough that has been present for 2+ weeks)
3. iii) Shortness of Breath (new onset)
  
2. 2) Ask **Travel History**
  1. a) Have they traveled anywhere in the past 14 days?
  2. b) Has their immediate family traveled anywhere in the past 14 days?
3. 3) Ask **Exposure Risk**
  1. a) Have they had *direct* contact with anyone who has tested positive for COVID-19?  
  
2. b) Have they been to any recent gathering of over 50 people (i.e.: concert, funeral, large church service, wedding, conference)
4. 4) Ask about **Chronic Medical Conditions**
  1. a) Do they have underlying medical conditions (i.e.: COPD, Asthma, CHF, Diabetes, HTN)?
  2. b) Are they immunocompromised (i.e.: cancer, autoimmune disease, sickle cell, down syndrome, HIV/AIDS, CVD, CKD)?
5. 5) Consider **Age**
  - a) Are they over the age of 65 years old?

## **WHAT TO DO?**

If...

- Fever and either SOB or cough + they are over 65yo....**TEST**
  
- Fever and either SOB or cough + have recent travel history....**TEST**
  
- Fever and either SOB or cough + and underlying medical conditions...**TEST**
  
- Fever and either SOB or cough + high exposure risk...**TEST**

Then...

-Schedule drive-up test appointment and advise them to self-quarantine until test results are received

If...

-They have mild symptoms, but are otherwise healthy with no chronic medical conditions and no exposure travel history....**ADVISE THEM TO STAY HOME and SELF-QUARANTINE for at least 7 days. Do NOT have close contact with others.**

-Encourage them to contact their Primary Care Doctor for further questions and to let their primary care provider know that they did *not* meet criteria to be tested for COVID-19. Tell them to not show up in a doctor's office, but to call instead.

-No Primary Care Provider but suspect they need further evaluation? Help set them up with a Phoebe physician, but call ahead to the facility.

### **WHEN TO SEEK EMERGENCY TREATMENT**

-If they are having severe symptoms and are in respiratory distress, tell them to hang up and **CALL 911** or have someone take them to the ER!

-If it is a Phoebe facility, call ahead and let them know as much information as possible so that they can be prepared.

### **IF YOU ARE STILL NOT SURE IF YOU SHOULD SCHEDULE A TEST AND WANT TO ASK SOMEONE FOR FURTHER ADVICE...**

-Call Kelsey Reed at (229) 886 - 0679

-Remember to use sound clinical judgement - we do not need to freely test everyone.

**PHOEBE EMPLOYEE + PRIMARY EXPOSURE OR SYMPTOMATIC = EMPLOYEE HEALTH 2-2380**

**PHOEBE EMPLOYEE + NO PRIMARY EXPOSURE + NO SYMPTOMS = FOLLOW NORMAL SCREENING PROCESS**