COVID-19 Telephone assessment and testing pathway for patients who phone general practice and healthcare settings other than receiving hospitals

Perform assessment over the phone

**Suspect case:**

A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath);

**OR**

A patient with any acute respiratory illness **AND** having been in contact with a confirmed or probable COVID-19 case in the last 14 days prior to symptom onset;

**OR**

A patient with severe acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath; **AND** requiring hospitalization) **AND** in the absence of an alternative diagnosis that fully explains the clinical presentation.

**Criteria not met:**

Patient has some symptoms of respiratory tract infection but doesn’t meet the criteria above

**Meets criteria**

**YES**

Is in one of the following categories:

a) Symptomatic close contacts of a confirmed case
b) Symptomatic healthcare workers
c) Symptomatic at risk groups that include persons with diabetes, immunosuppressed, chronic lung disease, chronic heart disease, cerebrovascular disease, chronic renal disease, chronic liver disease and smokers
d) Symptomatic household contacts of at-risk groups
e) Symptomatic staff or residents in a long-term care facility
f) Symptomatic prison staff and inmates where it may be difficult to implement self-isolation advice
g) Symptomatic pregnant women* (*not because of a documented increase risk of complications but to ensure to safe clinical pathway of care)

**YES**

- Arrange COVID-19 testing using Healthlink.
- If you do not currently have access to Healthlink, click here to apply: [https://www.healthlink.ie/ApplyTo/applicationform.asp](https://www.healthlink.ie/ApplyTo/applicationform.asp)
- Advise the patient who to contact if their symptoms are worsening, including out-of-hours
- Provide result of SARS-CoV-2 testing to patient when result is available

**NO**

Unless assessment at hospital is indicated:

- Advise patient to stay at home and self-isolate for a minimum of 14 days from the start of their symptoms, the last 5 days of which they should be without fever. Refer to the [Patient information sheet for self-isolation](https://www.healthlink.ie/ApplyTo/applicationform.asp).
- Household contacts should also restrict their movements for 14 days after the case went into self-isolation. Refer to the information leaflet on [Advice for people who share the same home with someone who has or may have COVID-19](https://www.healthlink.ie/ApplyTo/applicationform.asp).