



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



1. A patient with acute respiratory infection (sudden onset of at least one of the following: cough, fever, shortness of breath) **AND** with no other aetiology that fully explains the clinical presentation;

OR

2. A patient with any acute respiratory illness **AND** having been in close contact¹ with a confirmed or probable² COVID-19 case in the last 14 days prior to onset of symptoms

Clinical judgement should be applied in application of these criteria to determine who requires testing.

¹Close contact: <2 metres face-to-face contact for greater than 15 minutes

²Probable case: A suspected case for whom testing for virus causing COVID-19 is inconclusive (according to the test results reported by the laboratory)

NO

Some RTI symptoms present but doesn't meet the criteria above

Unless assessment at hospital is indicated:

- Advise patient to stay at home and self-isolate for a minimum of 14 days from the onset of symptoms, the last 5 days of which they should be without fever. Refer to the [Patient information sheet for self-isolation](#). If patient is a healthcare worker, they must self-isolate for 14 days. A derogation from management may be given to return to work before the 14 day period under passive self-monitoring only, however they must be symptom free for 48 hours prior to return to work.
- The whole population is being asked to [stay at home](#), where possible. Additional restrictions for household contacts are outlined in the information leaflet [Advice for people who share a home with someone who has symptoms of Coronavirus](#). If household contacts are healthcare workers they must inform their manager. A derogation from management may be given to return to work before the 14 day period under passive self-monitoring only.

YES

- Arrange COVID-19 testing using **Healthlink**.
- If you do not currently have access to Healthlink, click [here](#) to apply
- Advise the patient who to contact if symptoms are worsening, including out-of-hours

Unless assessment at hospital is indicated:

- Advise patient to stay at home and self-isolate pending test results. The whole population is being asked to [stay at home](#), where possible. Additional restrictions for household contacts are outlined in the information leaflet [Advice for people who share a home with someone who has symptoms of Coronavirus](#). If household contacts are healthcare workers they must inform their manager. Their manager may apply a derogation for their return to work under passive self-monitoring until results are available but management may change depending on test result. HCW must inform manager of test result, when available.
- **If positive:** Advise patient to self isolate for a minimum of 14 days from the onset of symptoms, the last 5 days of which should be without fever. See [Patient information sheet for self-isolation](#).
- **If not detected:** Advise patient to self isolate until 48 hours after resolution of symptoms. Patients, household contacts and the whole population are still asked to [stay at home](#), where possible.