OHMG Triage Process during COVID-19 Outbreak

*Emergent Symptoms: chest pain, difficulty breathing, confusion, feeling like going to pass out

**The registration or medical assistant communicates to the provider. The provider should follow the IDSA/CDC/KY state testing guidance when determining need to test. Contact the Owensboro Health Hotline @ 1-877-888-6647 to receive guidance, if needed. Once care plan made, provider to communicate final plan of care to appropriate parties.

*** Have you been exposed to someone diagnosed with or under investigation for coronavirus disease (COVID-19) in the last 14 days OR have you traveled to area with known community spread in the last 14 days?

**** Isolate patient and caregivers in designated room; mask individuals who are symptomatic

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Patient having emergent symptoms?**

On phone: advise to call 911
In office: Direct patient to ER (consult provider for best transport mode)

Fever, cough, or shortness of breath?
If cough, MASK patient

COVID-19 exposure Or recent Travel Hx***

Patient at the office?

Yes

Yes

Yes

Yes

No

No

No

No

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* Advise patient to self-isolate
* Offer video visit with provider for evaluation OR assist with connecting to patient's primary care provider for evaluation.
* If video visit unavailable, obtain phone number and advise to await call back

Notify provider**
Provider should use clinical judgment with help from IDSA, CDC, state guidelines

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* Mask patient and any symptomatic visitor
* Isolate patient and visitor****