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**COVID-19 telephone assessment and testing pathway
for patients who phone general practice and healthcare
settings other than receiving hospitals : V6.1. 29/03/2020**

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



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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

No: Some RTI symptoms present but doesn't meet the criteria above

YES

Meets criteria above and is in one of the following categories:

- Close contacts of a confirmed case.
- HCW who are front facing/ have regular patient contact.
- Groups most at risk of severe infection such as persons with ischaemic heart disease, hypertension, cerebrovascular disease, Type II diabetes, obesity, active malignancy in last 5 years, chronic lung disease, chronic renal disease, chronic liver disease.
- Household contacts of HCWs and of at-risk groups above.
- Staff and residents of nursing homes and other residential care settings and those in direct provision, homeless, roma and travelling community settings where symptom management is difficult.
- Prison staff and inmates where it may be difficult to implement self-isolation advice.
- Pregnant women to ensure they can be managed safely in hospital, minimising the risk of spread in the maternity hospital.

NO

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 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, HCW 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. Must be symptom free for 48 hours prior to return to work.
- 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](#). 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.

Unless assessment at hospital is indicated:

- Advise patient to stay at home and self-isolate pending test results
- **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](#).
- 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](#). 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 available.
- **If not detected:** Advise patient to self isolate until 48 hours after resolution of symptoms. Household contacts no longer need to restrict their movements.