

DATE: March 16, 2020

Patient Triage Protocol

Patient Triage	Criteria
Phone Visits (for current visits and visit requests at CC)	<ul style="list-style-type: none">• Mild illness (colds/upper RI)• Mild to moderate illness with known origin e.g. Asthma, UTI, Rash, STD/GYN• Controlled HTN/DM• URI/Allergy• Mild GI illness (heartburn, diarrhea, nausea, constipation)• SAFE patients with controlled SUD -suspend urine testing• RX refills• CPSP• 1 Mo newborn• OB 1st, 2nd trimester with f/u visit• MH and BH follow up• DM out of control for med review• Pediatric visits based on peds assessment• Post-partum visits
See In Clinic	<ul style="list-style-type: none">• Wound care• Sick kids – triaged by Peds• Out of control asthma/COPD without fever• Pts needing injections (vivitrol, sub, hormone meds, Makena)• Unstable chronic condition (HTN out of control)• Injury (burn, laceration, sprains)• pregnancy test visit• New OB visits• 3rd Tri OB• 2, 4, 6, and 12 Mo Well Child Visits, etc.• Any birth control needs• STD checks with symptoms• Pediatric visit with concern by determination of Peds provider• New patients to SRCH (no symptoms)
Fiesta (drive thru testing site): referred from phone, clinic, or confirmation calls	Lower respiratory symptoms for testing. <ul style="list-style-type: none">• Exam and testing (temp, listen to chest, history)• Eligible for testing:<ul style="list-style-type: none">○ Existing patients of SRCH○ Screen eligible per below criteria• Clinical Criteria for testing (see updated Testing Criteria):<ul style="list-style-type: none">○ Fever and resp sx and chronic resp illness○ Fever and resp sxs + exposure○ Fever and immunosuppressed or cardiac illness or renal conditions