

COVID-19 POSITIVE SCREENING **OVER THE PHONE** For Primary Health Care Providers

Best Practice is to screen patients with fever or respiratory symptoms **over the phone** before scheduling appointments with Active Screening Questions.

Active Screening Questions

Section 1:

Fever and / or onset of cough or difficulty breathing **AND** any of the following (see Section 2) within 14 days prior to onset of illness

Section 2:

- Travel to an Impacted Area* **OR**
- Close contact with a confirmed or probable case of COVID-19 **OR**
- Close contact with a person with acute respiratory illness who has been to an impacted area

*Impacted Area includes all countries / areas with a Government of Canada [Travel Advisory for COVID-19](#). As of February 25, 2020, this includes: China, Hong Kong, Iran, Italy, Japan, Singapore, and South Korea. As the list of countries will be updated regularly, please refer to the website for the most updated information on impacted areas.

If client answers YES to Section 1 and YES to one or more parts of Section 2 = POSITIVE



- Call Public Health to report person under investigation (PUI) with name, contact info, and positive screening results.
- Once next steps have been determined
 1. patient may be advised to remain home and self-isolate until Public Health has made arrangements for assessment / testing
 2. patient may be advised to use private transportation to go directly to Emerg for assessment / testing
 3. patient may require transfer to Emergency by ambulance
- If an ambulance is needed, inform EMS Duty Officer at 613-771-9366 about transfer of PUI then call 911.
- Advise Triage Nurse at Emerg to expect arrival; give them name, contact info, and positive screening results.

COVID-19 POSITIVE SCREENING **AT OFFICE** for Primary Health Care Providers

Active Screening Questions

Is the patient reporting

Section 1: Fever and / or onset of cough or difficulty breathing **AND** any of the following (see Section 2) within 14 days prior to onset of illness

Section 2:

- Travel to an Impacted Area* **OR**
- Close contact with a confirmed or probable case of COVID-19 **OR**
- Close contact with a person with acute respiratory illness who has been to an impacted area

*Impacted Area includes all countries / areas with a Government of Canada [Travel Advisory for COVID-19](#). As of February 25, 2020, this includes: China, Hong Kong, Iran, Italy, Japan, Singapore, and South Korea. As the list of countries will be updated regularly, please refer to the website for the most updated information on impacted areas.

If client answers YES to Section 1 and YES to one or more parts of Section 2 = POSITIVE



- Ensure patient adhering to Signage instructions by cleaning hands and wearing a mask.
- *If office has MOHLTC safety precautions in place with N95 respirators, see below.**
- If your office does **not** have safety precautions in place with N95 masks, isolate patient in room with closed door as soon as possible and interview from 2-metre distance, using contact / droplet precautions.
- Call Public Health to report person under investigation (PUI) with name, contact info, and positive screening results.
- Once next steps have been determined
 1. patient may be advised to return home and self-isolate until Public Health has made arrangements for assessment / testing
 2. patient may be advised to use private transportation to go directly to Emerg for assessment / testing
 3. patient may require transfer to Emergency by ambulance
- If an ambulance is needed, inform EMS Duty Officer at 613-771-9366 about transfer of PUI then call 911.
- Advise Triage Nurse at Emerg to expect arrival; give them name, contact info, and positive screening results.
- Immediately follow cleaning protocol.

**If office can safely use and has access to N95 respirators, follow MOHLTC guidance for clinical assessment / testing; otherwise, send patient to Emergency.*