



# COVID-19 Telephone Risk Assessment and testing pathway for mildly symptomatic patients who phone general practice and healthcare settings other than receiving hospitals



## Perform risk assessment over the phone

### EPIDEMIOLOGICAL CRITERIA

In the 14 days before the onset of illness:

Been in an area with presumed community transmission of COVID-19

OR

Contact with a case of COVID-19 (>15 minutes face to face contact) (< 2metres distance)

OR

Worked in or attended a healthcare facility abroad where patients with COVID-19 were being treated

AND

### CLINICAL CRITERIA

- acute mild respiratory infection (including at least one of the following: fever, shortness of breath or cough)
- OR
  - Fever of unknown cause with no other symptoms

Clinical judgement should be employed when assessing these criteria.

Criteria not met

COVID-19 UNLIKELY  
Proceed as clinically indicated

**CONTACT DETAILS:**  
PUBLIC HEALTH Medical Officer Health (MoH): (OOH 0818 501999)

HSE E: 01 635 2145  
HSE M: 057 935 9891  
HSE MW: 061 483 338  
HSE NE: 046 907 6412  
HSE NW: 071 985 2900  
HSE SE: 056 778 4142  
HSE S: 021 492 7601  
HSE W: 091 775 200

NAS: as per usual channels— (0818 501999)

Meets criteria

- Contact **PUBLIC HEALTH** to **DISCUSS** details of the case
- If the patient fits the CASE DEFINITION, **Public Health should ring the National Ambulance Service (NAS)** and provide name and mobile number of requesting clinician
- NAS **COVID-19 HOME ASSESSMENT** unit will be dispatched to patient's home. Home assessment consists of:
  - Patient clinical assessment
  - Acquisition of a clinical sample for SARS-CoV-2 testing
  - Assessment of the home for suitability for patient self-isolation
  - Provision of verbal and written advice to the patient, family members and/or carers
- Public Health will alert NVRL** that sample for SARS-CoV-2 testing will be sent
- If patient is deemed **not medically fit** for home isolation, please see [Risk Assessment for use in a Receiving Hospital](#).

If NAS deem that patient is medically fit and home environment is suitable for Home Isolation:

- Patient may remain in self isolation at home while awaiting SARS-CoV-2 test results
- Requesting clinician will be patient point of contact in case of worsening symptoms
- NVRL will communicate the test result** to the requesting clinician, who will inform the patient
- Requesting clinician will phone Public Health** if test is **positive** for SARS-CoV-2

SARS-CoV-2 positive

**Public Health** should arrange patient transport to hospital by **NAS**.  
**Note:** Transport by ambulance may not be necessary if other NAS transport options are **available**.

SARS-CoV-2 not detected

Proceed as clinically indicated