

Smartphrase: NTCOVIDADULT

**Wrench in the Positive Travel Screener, review screener**

COVID-19

**Symptoms:**

**The COVID-19 coronavirus causes a lower respiratory tract illness. Common symptoms are:**

- **Cough**
- **Fever**
- **Shortness of breath**

**Less common symptoms may include:**

- **Body aches**
- **Chills**
- **Diarrhea**

**Complications:**

Complications include pneumonia, hypoxia, ARDS, respiratory failure, and death. People with the following medical problems or conditions appear to be at higher risk of complications.

- 65 years and older
- Diabetes, especially if the person has diabetes complications already
- Heart disease, such as heart failure, heart attack
- Lung disease, such as COPD, cystic fibrosis, or moderate to severe asthma
- Weak immune system such as HIV, chemotherapy, organ transplant, or chronic steroids

**Adult has symptoms of COVID-19 (fever, cough, or SOB) AND: Ask the following questions:**

Patient or caregiver suspects COVID-19 based on symptoms consistent with COVID-19 AND widespread prevalence in their community. In areas with major community spread, lab test confirmation will mainly be indicated on patients who need hospitalization.

**Exposure**

1. Exposure to confirmed case: who is the person with the confirmed novel coronavirus infection?
2. How was it confirmed that the contact has novel coronavirus infection?
3. Were you in direct contact with the confirmed person?
4. Place of contact: Where were you when you were exposed to the sick person?  
Type of contact
5. What contact did you have with the sick person? (live together, same school, within 6 feet of person, shared table/food/utensils, intimate contact)
6. Duration of contact: How long were you in contact with the person?
7. Date of contact: when did this exposure occur?
8. When did the exposure occur relative to when the confirmed person become symptomatic?

**Travel**

9. What countries did you travel to?
10. When did you arrive?
11. When did you depart?

Updated: 4/2/20

12. How long were you in each country?

**Note To Triager:**

- During this period of increasing COVID-19 community spread, clarify for triage staff that calls about fever or cough, should first use this guideline.
- This will help reduce community spread.
- The best COVID-19 guideline choice depends on PUBLIC HEALTH DEPARTMENT recommendations (PHD) and TESTING AVAILABILITY in the patient's community.
- See BMC Screening Algorithm for updated information on screening and testing.

**Triage Assessment Questions:**

**Call EMS 911 or ED Now for any of the following symptoms:**

- Moderate to Severe difficulty breathing, Severe or constant chest pain bluish lips or face
- Difficult to awaken or acting confused.
- Pulse ox less than 93% (if known)
- Shock suspected (e.g., cold/pale/clammy skin, too weak to stand, low BP, rapid pulse) R/O Shock
- Shortness of breath OR other severe symptoms OR 65 and older
- Sounds like a life-threatening emergency to the triager

**When referring to EMS, ED, or other facility for evaluation, Advise the patient the following:**

- Tell the first person you meet in any healthcare facility that you may have been exposed to coronavirus and you are now having symptoms. You **Must** do this so that the healthcare workers can make plans to prevent spread of coronavirus to others.
- Cover your mouth and nose with a disposable tissue (e.g., Kleenex, toilet paper, paper towel), wash cloth or wear a mask if you have one
- Ask for a mask to wear over your mouth and nose.

**Triager Calls ED Charge Nurse/Expect: Expect line- 4-7522 and ED Charge Nurse 857-292-9434**

**Refer to ILI clinic for assessment (testing may NOT be performed) – fever or cough and high risk**

- Fever OR Cough  
AND  
High Risk (1. Severe chronic lung disease, 2. Severe heart disease, 3. CD4 count <200, 4. Immuno-compromising medication or conditions, 5. Diabetes, 6. Hypertension)

**Monitor symptoms (Isolate for 7 days from onset of symptoms OR 14 days since last contact with confirmed case or since returning from level 3 areas)**

- Only mild symptoms (runny nose, sore throat)
- Only fever or cough

Updated: 4/2/20

### Follow up with PCP

- Fever >103 F (39.4)
  - Fever >101 F (38.3C) and age >60
  - Fever >100.0 F (37.8C) AND bedridden (e.g. nursing home patient, CVA, chronic illness, recovering from surgery)
  - Fever present >3 days
  - HIGH RISK patient (e.g., age > 64 years, diabetes, heart or lung disease, weak immune system) Only mild symptoms (runny nose, sore throat)
- Fever returns after gone for over 24 hours AND [2] symptoms worse or not improved
- Cough present > 3 weeks

### Care Advice for People Diagnosed with or Suspected to Have COVID-19

1. **REASSURANCE AND EDUCATION - PROBABLE COVID-19 WITH MILD SYMPTOMS:**
  - You have been diagnosed as probably having COVID-19 OR you suspect COVID-19 because it is widespread in your community and you developed symptoms that match (cough and/or fever).
  - You may have not been tested for COVID-19. Often it doesn't matter. It does not change treatment.
  - The symptoms of COVID-19 can be mild, especially if you are healthy and under 65 years old.
  - Here's some care advice to help you and to help prevent others from getting sick.
2. **GENERAL CARE ADVICE FOR COVID-19 SYMPTOMS:**
  - Cough: Use cough drops.
  - Feeling dehydrated: Drink extra liquids. If the air in your home is dry, use a humidifier.
  - Fever: For fever over 101 F (38.3 C), take acetaminophen every 4-6 hours (Adults 650 mg) OR ibuprofen every 6-8 hours (Adults 400 mg).
  - Muscle aches, headache, and other pains: Often this comes and goes with the fever. Take acetaminophen every 4-6 hours (Adults 650 mg) OR ibuprofen every 6-8 hours (Adults 400 mg).
  - Sore throat: Try throat lozenges, hard candy or warm chicken broth.
3. **COUGH**
  - OTC COUGH DROPS: Cough drops can help a lot, especially for mild coughs. They reduce coughing by soothing your irritated throat and removing that tickle sensation in the back of the throat. Cough drops also have the advantage of portability - you can carry them with you.
  - HOME REMEDY - HARD CANDY: Hard candy works just as well as medicine-flavored OTC cough drops. People who have diabetes should use sugar-free candy.
  - HOME REMEDY - HONEY: This old home remedy has been shown to help decrease coughing at night. The adult dosage is 2 teaspoons (10 ml) at bedtime. Honey should not be given to infants under one year of age.
  - HUMIDIFIER: if the air is dry, use a humidifier in the bedroom. Dry air makes the cough worse.
4. **Pain or Fever Medicine:**
  - For pain and fever relief, take acetaminophen or ibuprofen.

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## Telephone Triage Protocol: Coronavirus (COVID-19)- Diagnosed or Suspected Adult

- Treat fevers above 101° F (38.3° C).
- The goal of fever therapy is to bring the fever down to a comfortable level. Remember that fever medicine usually lowers fever 2-3° F (1-1.5° C).
- Remind callers that fevers may be beneficial, help fight the infection, and speed recovery.
- Low-grade fevers should not be treated.

### ACETAMINOPHEN (E.G., TYLENOL):

- Take 650 mg (two 325 mg pills) by mouth every 4-6 hours as needed. Each Regular Strength Tylenol pill has 325 mg of acetaminophen. The most you should take each day is 3,250 mg (10 Regular Strength pills a day).
- Another choice is to take 1,000 mg (two 500 mg pills) every 8 hours as needed. Each Extra Strength Tylenol pill has 500 mg of acetaminophen. The most you should take each day is 3,000 mg (6 Extra Strength pills a day).

### IBUPROFEN (E.G., MOTRIN, ADVIL):

- Take 400 mg (two 200 mg pills) by mouth every 6 hours as needed.
- The most you should take each day is 1,200 mg (six 200 mg pills a day), unless your doctor has told you to take more.

### NAPROXEN (E.G., ALEVE):

- Take 220 mg (one 220 mg pill) by mouth every 8 hours as needed. You may take 440 mg (two 220 mg pills) for your first dose.
- The most you should take each day is 660 mg (three 220 mg pills a day), unless your doctor has told you to take more.

### EXTRA NOTES:

- Acetaminophen is thought to be safer than ibuprofen or naproxen for people over 65 years old. Acetaminophen is in many OTC and prescription medicines. It might be in more than one medicine that you are taking. You need to be careful and not take an overdose. An acetaminophen overdose can hurt the liver.
- McNeil, the company that makes Tylenol, has different dosage instructions for Tylenol in Canada and the United States. In Canada, the maximum recommended dose per day is 4,000 mg or twelve (12) Regular-Strength (325 mg) pills. In the United States, McNeil recommends a maximum dose of ten (10) Regular-Strength (325 mg) pills.  
For fevers less than 101° F (38.3° C), fever medicines are usually not needed.

### 5. CAUTION - NSAIDS (E.G., IBUPROFEN, NAPROXEN):

- Do not take nonsteroidal anti-inflammatory drugs (NSAIDs) if you have stomach problems, kidney disease, heart failure, or other contraindications to using this type of medicine.
- Do not take NSAID medicines for over 7 days without consulting your PCP.
- Do not take NSAID medicines if you are pregnant.
- Do not take NSAID medicines if you are also taking blood thinners.
- You may take this medicine with or without food. Taking it with food or milk may lessen the chance the drug will upset your stomach.
- GASTROINTESTINAL RISK: There is an increased risk of stomach ulcers, GI bleeding, perforation.

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- **CARDIOVASCULAR RISK:** There may be an increased risk of heart attack and stroke.

**NOTE TO TRIAGER - IBUPROFEN CONCERNS:**

- Discuss only if caller brings up concerns about ibuprofen.
- **RESPONSE:** The CDC, WHO, and other experts continue to support the use of ibuprofen (if needed) for patients with COVID-19. They found no scientific evidence to support the claim that ibuprofen made COVID-19 worse.

**6. HOW TO PROTECT OTHERS - WHEN YOU ARE SICK WITH COVID-19:**

- **STAY HOME:** Stay home from school or work if you are sick. Do NOT go to religious services, child care centers, shopping, or other public places. Do NOT use public transportation (e.g., bus, taxis, ride-sharing). Do NOT allow any visitors to your home. Leave the house only if you need to seek urgent medical care.
- **COVER THE COUGH:** Cough and sneeze into your shirt sleeve or inner elbow. Don't cough into your hand or the air. If available, cough into a tissue and throw it into a trash can.
- **WASH HANDS OFTEN:** Wash hands often with soap and water. After coughing or sneezing are important times.
- **WEAR A MASK:** Wear a facemask when around others. Always wear a facemask (if available) if you have to leave your home (such as going to a medical facility).
- **CALL FIRST IF MEDICAL CARE NEEDED:** Call ahead to get approval and careful directions.

**Call Back/Follow Up:**

- Fever over 103 F (39.4 C)
- Fever lasts over 3 days
- Fever returns after being gone for 24 hours
- Chest pain or difficulty breathing occurs
- You become worse.
- Additional questions or concerns

**Education**

**General Information About Coronavirus 2019-nCoV**

**1. Coronavirus Outbreak:**

- Currently, limited information is known about this novel (new) coronavirus respiratory infection.
- An outbreak of this infection began in Wuhan, Hubei Province, China in December 2019.
- The first patient in the United States occurred on January 21, 2020.
- This is a new and rapidly changing situation.
- The Centers for Disease Control and Prevention (CDC) is considered the source of truth for this guideline. This continues to be a rapidly changing situation and guidance from the CDC is being updated daily. See <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>.

**2. Coronavirus - Symptoms:**

- The coronavirus can cause a respiratory illness, such as bronchitis or pneumonia.
- *The most common symptoms are:* cough, fever, and shortness of breath.

- *Other symptoms are:* body aches, chills, diarrhea, fatigue, headache, runny nose, and sore throat

**3. Coronavirus - Exposure Risk Factors:**

- Exposure to a person who has been diagnosed (laboratory confirmed) with coronavirus.
- Travel from an area with recent local transmission of coronavirus, such as China.
- CLOSE CONTACT WITH A PERSON who tested positive for COVID-19 AND contact occurred while they were ill.
- LIVING IN OR TRAVEL FROM A CITY or area where there is major community spread of COVID-19. This carries a lower risk compared to close contact if one follows social distancing recommendations. Community spread is now occurring in most of the US, especially in cities.
- INTERNATIONAL TRAVEL.
- The CDC ([www.cdc.gov](http://www.cdc.gov)) has the most up-to-date list of where the coronavirus outbreak is occurring.

**4. Coronavirus - How it Is Spread:**

- COVID-19 is spread from person to person.
- RESPIRATORY DROPLET FROM COUGHING: The virus spreads from respiratory droplets that are produced when a person coughs or sneezes. The infected droplets can then be inhaled by a nearby person or land on the surface of their eyes.
- SURFACES: Most infected people also have respiratory secretions on their hands. These secretions get transferred to healthy people on doorknobs, faucet handles, etc. The virus then gets transferred to healthy people when they touch their face or rub their eyes. The virus likely spreads through respiratory droplets produced when a person coughs or sneezes. This is how most respiratory viruses spread.

**5. Coronavirus - How To Protect Yourself From Getting COVID-19:**

- *Avoid close contact with people known to have this new coronavirus infection. Try to stay at least 6 feet (2 meters) away from anyone who is coughing.*
- *Wash hands often with soap and water.*
- *Alcohol-based hand cleaners are also effective.*
- *Avoid touching the eyes, nose or mouth. Germs on the hands can spread this way.*
- *Do not share eating utensils (e.g., spoon, fork).*

**6. COVID-19 - Travel:**

- The Centers for Disease Control and Prevention (CDC) maintains a website with latest recommendations regarding travel and your health.
- Currently the CDC recommends against travel to many geographic areas with widespread and ongoing spread of COVID-19. See current list at <https://wwwnc.cdc.gov/travel/>.
- CDC Travel Health Website: <https://wwwnc.cdc.gov/travel/>.
- CDC Travel FAQs: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html>The

**7. OTHER COVID-19 FACTS**

- Incubation Period: Average 5 days (range 2 to 14 days) after coming in contact with a person who has COVID-19 virus.
- Expected Course: Studies from other counties have shown that about 80% have a mild illness, much like normal flu or a bad cold. The symptoms usually last 2 weeks.
- Asymptomatic Patients: An unknown percentage of infected patients have no symptoms.
- Complications: Viral pneumonia occurs in 5 to 10% of patients. People with complications generally recover in 3 to 6 weeks.

- **Death Rate:** The adult death rate is approximately 1% to 3%. The death rate is lower in children and younger adults. It is higher in older adults.
- **Vaccine:** There currently is no vaccine to prevent COVID-19. Many labs are working on developing a vaccine, but that will take at least a year.
- **Treatment:** Currently, there is no effective anti-viral medication for coronavirus. Treatment is supportive (e.g., oxygen and IV fluids) for hospitalized patients. The CDC does not currently recommend the use of face masks among the general public.
- More information about prevention is available at: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>.

**8. Call Back If:**

- You have more questions.

### COVID-19 Home Isolation and Protecting Others

**1. HOW TO PROTECT OTHERS - WHEN YOU ARE SICK WITH COVID-19:**

- **STAY HOME:** Stay home from school or work if you are sick. Do NOT go to religious services, child care centers, shopping, or other public places. Do NOT use public transportation (e.g., bus, taxis, ride-sharing). Do NOT allow any visitors to your home. Leave the house only if you need to seek urgent medical care.
- **COVER THE COUGH:** Cough and sneeze into your shirt sleeve or inner elbow. Don't cough into your hand or the air. If available, cough into a tissue and throw it into a trash can.
- **WASH HANDS OFTEN:** Wash hands often with soap and water. After coughing or sneezing are important times.
- **WEAR A MASK:** Wear a facemask when around others. Always wear a facemask (if available) if you have to leave your home (such as going to a medical facility).
- **CALL FIRST IF MEDICAL CARE NEEDED:** Call ahead to get approval and careful directions.

**2. CLEAN YOUR HANDS OFTEN:**

- **WASH HANDS:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **USE HAND SANITIZER:** If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

**3. CLEAN 'HIGH TOUCH' SURFACES EVERY DAY:**

- Clean high-touch surfaces in your isolation area ('sick room' and bathroom) every day.
- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

**4. STAY AWAY FROM OTHERS IN YOUR HOME:**

- If possible, stay in a specific 'sick room' and away from other people in your home.
- Use a separate bathroom, if available.

5. CALL AHEAD BEFORE VISITING YOUR HEALTHCARE PROVIDER (DOCTOR, NP, PA):

- Call ahead: If you have a medical appointment, call your doctor's office or emergency department, and tell them you have or may have COVID-19.
- This will help the office protect themselves and other patients.
- Wear a facemask

6. STOPPING HOME ISOLATION - TALK TO YOUR HEALTHCARE PROVIDER:

- Talk to your healthcare provider.
- The decision to stop home isolation IF YOU ARE SICK WITH COVID-19 should be made by your healthcare provider in consultation with the local health departments.
- Local decisions depend on local circumstances.

7. STOPPING HOME ISOLATION - MUST MEET ALL 3 REQUIREMENTS (CDC):

- Fever gone for at least 72 hours (3 full days) off fever-reducing medicines AND
- Cough and other symptoms must be improved AND
- Symptoms started more than 7 days ago.
- If unsure if it is safe for you to leave isolation, check the CDC website or call your healthcare provider.

**COVID-19 Prevention and Healthy Living**

1. HOW TO PROTECT YOU AND YOUR FAMILY FROM GETTING COVID-19:

- Avoid close contact with people known to have this new coronavirus infection. Try to stay at least 6 feet (2 meters) away from anyone who is coughing.
- Wash hands often with soap and water.
- Alcohol-based hand cleaners are also effective.
- Avoid touching the eyes, nose or mouth. Germs on the hands can spread this way.
- Do not share eating utensils (e.g., spoon, fork).

2. HOW TO PROTECT OTHERS - WHEN YOU ARE SICK WITH COVID-19:

- **STAY HOME:** Stay home from school or work if you are sick. Do NOT go to religious services, child care centers, shopping, or other public places. Do NOT use public transportation (e.g., bus, taxis, ride-sharing). Do NOT allow any visitors to your home. Leave the house only if you need to seek urgent medical care.
- **COVER THE COUGH:** Cough and sneeze into your shirt sleeve or inner elbow. Don't cough into your hand or the air. If available, cough into a tissue and throw it into a trash can.
- **WASH HANDS OFTEN:** Wash hands often with soap and water. After coughing or sneezing are important times.
- **WEAR A MASK:** Wear a facemask when around others. Always wear a facemask (if available) if you have to leave your home (such as going to a medical facility).
- **CALL FIRST IF MEDICAL CARE NEEDED:** Call ahead to get approval and careful directions.

- KEEP YOUR MIND POSITIVE:
- LIVE IN THE PRESENT: Live in the present, not the future. The future is where your needless worries live.
- THINK POSITIVE: Use a mantra to reduce your fears, such as 'I am strong'. Stay positive.
- GET OUTDOORS: Take daily walks. Go to a park if you have one. Being in nature is good for your immune system.
- STAY IN TOUCH WITH YOUR FRIENDS AND FAMILY: Use regular phone calls and video chats to stay in touch with those you love. Schedule virtual video dinners with friends and family!

#### 4. KEEP YOUR BODY STRONG:

- Get your body ready to fight the COVID-19 virus.
- Get enough sleep.
- Stay physically active. Walk or exercise every day. Take the stairs.
- Stay well hydrated.
- Eat healthy meals. Avoid overeating to deal with your fears.
- Avoid the over-use of anti-fever medicines. Fever helps fight infections and ramps up your immune system.

#### COVID-19 Testing

##### 1. NOTE TO TRIAGER - WHEN IS COVID-19 TESTING INDICATED?

- INDICATIONS: Testing is generally indicated for a person who has a cough, fever, or shortness of breath AND any possible exposure to COVID-19. A healthcare provider needs to order the test.
- WHAT IS THE TEST? The test is a nose or throat swab.
- WHERE CAN A PERSON GET TESTED? COVID-19 testing is becoming more available from local and state public health departments. Commercial labs now can perform COVID-19 testing. However, it may still be difficult to find a place to get tested. Use your judgment and knowledge of current public health department recommendations. Remember, there is no treatment for COVID-19. Test results only help with decision-making and preventing spread.
- WHO SHOULD GET PRIORITIZED FOR TESTING? Healthcare workers and first responders have top priority. Hospitalized patients have top priority. Lowest priority are healthy people under 65 years old who have mild symptoms.
- WHAT ABOUT A STANDING ORDER? As testing becomes more widely available, call centers should talk with their medical leadership about triagers being able to use a standing order for testing.

##### 2. COVID-19 - INFORMATION ABOUT TESTING:

- Testing requires a doctor's order (as with all medical tests).
- Testing is performed on material collected with a nose or throat swab. Swab specimens are then sent to the CDC and/or state public health department.
- Testing is becoming more available from state and public health departments. Commercial labs also now have these tests available.
- The results usually come back in 1 to 4 days, but may take longer depending on testing kit or testing site availability.

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## Telephone Triage Protocol: Coronavirus (COVID-19)- Diagnosed or Suspected Adult

- Usually testing is only performed on people with symptoms. Any person who is being tested should be staying home (home isolation).

### 3. COVID-19 - WHERE TO GO FOR TESTING:

- Go to the testing site recommended by your healthcare provider (e.g., doctor, NP, or PA) or public health department.
- Swabs of the nose or throat will only be collected on patients who have a healthcare provider's order.
- Testing sites vary based on the city, hospital, and healthcare system.
- In general, they are not performed in private doctor's offices or clinics.
- People cannot just walk in and request a COVID-19 test.

Reference: Office Hours Telephone Triage Protocols

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