**Medical Office Associate Telephone Screen**

Do you have a fever or cough or shortness of breath?

**OR**

In the last 14 days have you:
- Traveled to/from COVID-19 travel advisory areas?
- Been exposed to an individual who has traveled to these areas?
- Been exposed to someone with laboratory confirmed COVID-19 infection or person under investigation (PUI) for COVID-19?

**YES**

To One or Both

Call is routed from Medical Office Associate to Clinician.

Ask patient if they have symptoms and/or had exposure/travel risk

Patient HAS symptoms, with or without exposure/travel risk in the 14 days prior to symptom onset

Patients with:
- MILD symptoms and NO exposure/travel prior to symptom onset
  - Supportive measures at home. Immediately call the office if symptoms worsen. If the patient has co-morbid conditions such that there is clinical concern, the practice should make a case-by-case decision about an office visit. Offer Telehealth visit as appropriate.

Patients with:
- MILD symptoms, AND exposure/travel risk in the last 14 days and prior to symptom onset
  - Supportive measures at home. Self-quarantine at home. Immediately call the office if their symptoms worsen. Provide daily outreach from the office until symptoms resolve.

**Patient has MILD symptoms and NO comorbid conditions**

Patient should:
- Self-quarantine at home.
- Call the office if symptoms develop.

**Patient has NO symptoms, but HAS had exposure/travel risk in the last 14 days**

Patient should:
- Self-quarantine at home.
- Call the office if symptoms develop.

**NOT SEVERELY ILL**

Patient is severely ill, such that clinical needs cannot be met in the office setting, refer patient to the ED, and notify ED of risk of exposure or travel.

**SEVERELY ILL**

Clinician evaluates patient to determine, using best clinical judgment.

Patient with MORE SEVERE symptoms AND/OR comorbid conditions:

**NOT SEVERELY ILL**

**NO**

To Both

You may stop screening for COVID-19:
- No identifiable risk
- No actions needed
- Provide routine medical care
- Evaluate as with a sick call

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Please note that these resources were developed by Atlantic Health System for Atlantic Health System use on June 25, 2020. Please use at your discretion.