COVID-19 Scottish Primary Care Hub Triage Guide

Clinical Course

1. Connect
   Get prepared
   VC possible?
   Confirm Patient ID
   Location
   Connect Number

2. Clinical triage
   If they sound or look very sick such as shortness of breath - go direct to red flags

3. Clinical assessment
   Over phone, ask carer/patient
   State of breathing?
   Colour of face/lips?
   Over video
   General demeanor?
   Skin colour?
   Respiratory function (especially inability to talk in full sentences)
   Respiratory rate?
   How is your breathing?
   Is it worse than yesterday?
   What does it stop you doing?

4. COVID most likely diagnosis?
   Yes?
   No?
   Refer GP/ OOH
   Patient pathway
   NH?
   CFS 7+?
   ACP/DNACPR?

5. Clinical Frailty Score
   Frailty
   Do they need daily help with washing or dressing?
   Assessment at home
   DN
   GP
   ANP
   H@H
   Dom O2
   Anticipatory Prescribing

At risk of deterioration:
- Increasing age over 50
- Male sex
- BAME populations
- Chronic cardiac disease
- Chronic non-asthmatic respiratory disease
- Chronic kidney / liver disease
- Obesity
- Chronic neurological disease
- Malignancy
- Dementia

Clinical Symptoms:
- Fever
- Dyspnoea
- Cough (+/- sputum)
- Anosmia/Dysgeusia
- Fatigue
- Confusion
- Diarrhoea
- Vomiting/Nausea
- Myalgia
- Chest pain
- Headache
- Abdominal pain
- Sore throat
- Atypical symptoms more common in the elderly*

Patient may be able to take their own measurements if they have instruments at home (temperature, pulse, peak flow, BP, O2 saturation) Interpret self monitoring results with caution and in the context of your wider assessment.

Virological phase
Viral illness with possible pneumonitis

Immunological phase
Immunological stage where most recover

Mild Self Limiting Illness in 80%

Worsening hypoxia occurs around day 7

2-5% poor outcome requiring critical care

ARDS
Shock
Renal Failure
Cardiovascular collapse

Day 0
Day 7

Viral illness with possible pneumonitis
Immunological phase

Unwell, deteriorating

Clinical Course

Virological phase

Immunological phase

Unwell, deteriorating

Mild Self Limiting Illness in 80%

20-30% require hospitalisation

2-5% poor outcome requiring critical care

ARDS
Shock
Renal Failure
Cardiovascular collapse

Day 0
Day 7

Day 0

Day 7

Clinical Frailty Score
Priority is not to move patient but assess in place. See local protocols for services

Clinical Symptoms:
- Fever
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- Cough (+/- sputum)
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- Myalgia
- Chest pain
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- Sore throat
- Atypical symptoms more common in the elderly*

Clinical Assessment
Patient may be able to take their own measurements if they have instruments at home (temperature, pulse, peak flow, BP, O2 saturation) Interpret self monitoring results with caution and in the context of your wider assessment.
6 Assessment of severity
Non-frail patients

Mild symptoms?
- Stay home
- Self management
- Fluids 6-8 glasses per day
- If living alone – someone to check on them

Moderate or severe symptoms?
- Seek immediate medical help for red flag symptoms
- Advise and arrange any follow up using local protocols

7 Don’t forget differential especially non-COVID sepsis

8 Assessment at COVID assessment clinic
- Respiratory rate 24+
- O2 saturations <92%
  (In COPD SpO2 <88% or below baseline)
- Significant clinical concern
- Immunocompromise
- Significant comorbidity

9 Assessment at hospital
- Red Flags – 999 if necessary

RED FLAGS
- Severe SOB at rest
- Chest Pain
- Blue lips or face
- Difficulty breathing
- Clammy, cold or mottled skin
- Poor urine output
- Difficult to rouse
- Haemoptysis

Useful contact numbers
ED___________________________
Palliative care_________________
Respiratory on call______________
Hospital @ Home_______________
District Nursing_______________

This infographic, intended for use in a primary care setting and community COVID-19 hubs is based on data available in March 2020. It may be subject to change.

Additional Resources
Primary Care Resus Guidelines
BMJ Primary Care Guidance
Health Protection Scotland – COVID-19 Guidance for Primary Care
Health Protection Scotland – Literature Review for COVID-19
For pregnancy and paediatrics guidelines (see national clinical advice guidance)
NHS Inform

This has been adapted by Dr Stefanie Lip, Dr Erica Peters, Dr Michelle Watts, Dr Beth White, Dr Dan Beckett, Prof Graham Ellies from: Greenhalgh T, Koh G. Covid-19: a remote assessment in primary care. BMJ 2020;368:m1182

Disclaimer: This infographic is not a validated clinical decision aid.