



Start Here

May I have a **call back number** in case we get disconnected?

Do you have or have you had a **fever of 100.4+** in past **24 hours**?

Are your **over 70** years old?

Do you have a **sore throat**? *If yes, when did symptom start?*

Do you have **muscle aches** and/or **headaches**?

If yes, when did symptom start?

Do you have **cough**? *If yes, when did symptom start?*

Do you have a **runny nose**? *If yes, when did symptom start?*

Do you have new **shortness of breath** or **difficulty breathing**? *If yes, STOP and follow steps on the right.*

Have you been in **close contact** with a laboratory-confirmed COVID-19 case? *Close contact is being within approximately 6 ft (2 meters) of a COVID-19 case for >15 minutes. Can occur as one cares for, lives with, visits, or shares a healthcare provider waiting area/room with a COVID-19 case. Recommend precautions for household members, intimate partners, and caregivers in a non-healthcare setting. Limit contact within 6 ft, wash hands, avoid touching eyes, nose, mouth.*

Are you **pregnant**?

Do you have any **chronic heart** or **lung** problems, or has a doctor ever described your **immune system** as **weakened**? *If yes, obtain a medical history.*

Have you **traveled** to any of the these areas in the **last 14 days**? *If yes, what were your dates of travel?*

China Iran Italy Japan South Korea Europe
Washington State New York California

Infection Prevention Contact Info

Duke University Hospital.....	919-970-9721 (page)
Duke Regional Hospital.....	919-470-4636 (page)
Duke Raleigh Hospital.....	919-206-3311 (page)
Duke Primary Care and Urgent Care.....	919-896-2428 (call)
Private Diagnostic Clinics.....	919-451-8828 (call)
Duke Home Care and Hospice.....	919-479-0435 (call)
For University Students, refer to Student Health.....919-681-9355	
For University Faculty, refer to EOWH.....919-684-3136	
For Hospital Employees, refer to EOH.....919-681-3136	

If YES: Immediate Medical Attention Needed

Step 1: Follow scripting below with patient.

- *What is the closest emergency department to your home?*
- Instruct patient to call EMS 911 and get to their nearest ED: *You need to hang up and call 911.*
- Nurse discretion: *I'll call your back in a few minutes to be sure you were able to reach them.*
- *When you call 911, tell the dispatcher you may have been exposed to coronavirus.*
- *Tell the paramedic right away that you may have been exposed to coronavirus.*
- *Cover your mouth and nose by wearing a mask or using a disposable tissue or wash cloth.*

Step 2: If patient stated the closest ED is a Duke ED, call **Duke Transfer Center** at **919-681-3440** and inform them that a potential coronavirus patient may present via EMS.

NO SYMPTOMS, POTENTIAL EXPOSURE

Follow Self-Monitoring Guidelines

- Monitor self for fever by taking temperature twice a day.
- Remain alert for cough, SOB and/or difficulty breathing.
- If you feel feverish or develop a fever of 100.4+, cough, or difficulty breathing, patient should: (1) self-isolate; (2) limit contact with others; and (3) seek advice via telephone from their healthcare provider or local health department to determine if medical evaluation is needed.

MILD SYMPTOMS

Runny nose or mild cough, but NO fever, NO SOB/difficulty breathing

Follow Isolation Guidelines

- Isolate yourself at home.
 - Do NOT allow any visitors.
 - Do NOT go to work or school.
 - Do NOT go to church, child care centers, shopping, or other public places.
 - Do NOT shake hands.
 - AVOID close contact with others.
 - Cover mouth and nose with mask, disposable tissue, or wash cloth.
 - Wash hands, face frequently with soap and water.
- If symptoms worsen, call your healthcare provider for guidance.*
Discontinue isolation when symptoms improve for > 24 hours.

MODERATE SYSTEMS

Measured fever >100.4 + runny nose + significant cough + sore throat + muscle aches or headaches + positive co-morbidity (heart/lung/immune) + over 70 + identified travel or confirmed close contact with COVID case.

Schedule Late Day Appointment at Patient's PCP or Send to Urgent Care

- If patient's PCP is unavailable or after hours, instruct patient to go to Urgent Care.
- Page Infection Prevention to alert them of appointment/clinic where patient will present.
- Infection Prevention will notify Nurse Manager or designee of possible COVID case.
- Fill out EPIC dot phrases for coronavirus screening and route to appropriate provider.