



COVID-19 Telephone assessment and testing pathway for patients who phone general practice and healthcare settings other than receiving hospitals



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Perform assessment over the phone

Suspect case:

A patient with acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath);
OR
 A patient with any acute respiratory illness **AND** having been in contact with a confirmed or probable COVID-19 case in the last 14 days prior to symptom onset;
OR
 A patient with severe acute respiratory illness (fever and at least one sign/symptom of respiratory disease, e.g., cough, shortness of breath; **AND** requiring hospitalization) **AND** in the absence of an alternative diagnosis that fully explains the clinical presentation.

Criteria not met:
 Patient has some symptoms of respiratory tract infection but doesn't meet the criteria above

Meets criteria

↓ YES

Is in one of the following categories:

- a) Symptomatic close contacts of a confirmed case
- b) Symptomatic healthcare workers
- c) Symptomatic at risk groups that include persons with diabetes, immunosuppressed, chronic lung disease, chronic heart disease, cerebrovascular disease, chronic renal disease, chronic liver disease and smokers
- d) Symptomatic household contacts of at-risk groups
- e) Symptomatic staff or residents in a long-term care facility
- f) Symptomatic prison staff and inmates where it may be difficult to implement self-isolation advice
- g) Symptomatic pregnant women* (*not because of a documented increase risk of complications but to ensure to safe clinical pathway of care)

↓ YES

- Arrange COVID-19 testing using **Healthlink**.
- If you do not currently have access to Healthlink, click here to apply: <https://www.healthlink.ie/ApplyTo/applicationform.asp>
- Advise the patient who to contact if their symptoms are worsening, including out-of-hours
- Provide result of SARS-CoV-2 testing to patient when result is available

↓ NO

Unless assessment at hospital is indicated:

- Advise patient to stay at home and self-isolate for a minimum of 14 days from the start of their symptoms, the last 5 days of which they should be without fever. Refer to the [Patient information sheet for self-isolation](#).
- Household contacts should also restrict their movements for 14 days after the case went into self-isolation. Refer to the information leaflet on [Advice for people who share the same home with someone who has or may have COVID-19](#).