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

Perform risk assessment over the phone

**CLINICAL CRITERIA**
Recent onset of fever or chills and/or symptoms of respiratory tract infection, which includes cough.

Clinical judgement should be employed when assessing these criteria.

Clinicians should be alert to the possibility of atypical presentations in patients who are immunocompromised.

1. **Contact the National Ambulance Service (NAS) using Health link or phone and request COVID-19 home assessment and testing.**
   - NAS COVID-19 HOME ASSESSMENT unit will be dispatched to patient’s home. Home assessment consists of:
     a. Patient clinical assessment
     b. Acquisition of a clinical sample for SARS-CoV-2 testing
     c. Assessment of the home for suitability for patient self-isolation
     d. Provision of verbal and written advice to the patient, family members and/or carers

2. If patient is deemed not medically fit for home isolation, please see Risk Assessment for use in a Receiving Hospital.

3. If patient is deemed **not medically fit** for home isolation, please see Risk Assessment for use in a Receiving Hospital.

   - **If NAS deem that patient is medically fit and home environment is suitable for Home Isolation:**
     - Patient may remain in self isolation at home while awaiting SARS-CoV-2 test results
     - Requesting clinician will be patient point of contact in case of worsening symptoms
     - NVRL will communicate the test result to the requesting clinician, who will inform the patient
     - Requesting clinician will phone Public Health if test is positive for SARS-CoV-2

   - **SARS-CoV-2 positive**
     - Proceed as clinically indicated

   - **SARS-CoV-2 not detected**
     - Proceed as clinically indicated

   **COVID-19 UNLIKELY Proceed as clinically indicated**

**CONTACT DETAILS:**
National Ambulance Service (NAS): 0818 501999

**PUBLIC HEALTH Medical Officer Health (MoH):** (OOH 0818 501999)
HSE E: 01 635 2145
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HSE MW: 061 483 337
HSE NE: 046 907 6412
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