



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.

Criteria not met

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
HSE M: 057 935 9891
HSE MW: 061 483 337
HSE NE: 046 907 6412
HSE NW: 071 985 2900
HSE SE: 056 778 4142
HSE S: 021 492 7601
HSE W: 091 775 200

Meets criteria

1. Contact the **National Ambulance Service (NAS)** using Health link or phone and request COVID-19 home assessment and testing .
2. 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
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

If self isolation is deemed appropriate, patient may remain at home. See [here](#) for information on self isolation at home.
If patient is not deemed suitable for self isolation, refer to hospital.

SARS-CoV-2 not detected

Proceed as clinically indicated