

FRONT DESK TRIAGE—REACTIVE

Key Recommendations

- Complete Screening Questions listed below
- Reschedule non-essential appointments
- Recommend televisit appointments for sick visits if available and appropriate

According to the Centers for Disease Control and Prevention, [social distancing](#) means:

- Remaining out of “congregate settings” as much as possible
- Avoiding mass gatherings
- Maintaining distance of approximately 6 feet (2 meters) from others when possible

Screening Questions

Step 1: Symptom Screen (If possible, complete prior to patient entering practice for in-office visit)

Does the patient report any of the following? (Symptoms of respiratory infection)

1. Fever (Fever may be subjective or confirmed)
2. Cough, shortness of breath
3. Sore throat with runny nose
4. If yes, provide the patient with a facemask

Step 2: Procedure for Patient in Office

- A. Educate on hand hygiene, cough etiquette, and social distancing.
- B. Advise patient of locations of tissues and alcohol based hand sanitizers within practice.
- C. Maintain distancing for 6 feet while escorting patient with possible COVID-19 infection to the designated room* at your practice. Keep the door closed.
- D. Immediately contact the designated person for triage.

*Notes:

- Identify a separate, well-ventilated space that allows waiting patients to be separated by 6 or more feet, with easy access to respiratory hygiene supplies. If possible, room patients in an exam room that includes a private bathroom. If space is an issue, patients might opt to wait in a personal vehicle or outside the practice where they can be contacted by mobile phone when it is their turn to be evaluated.
- Designated staff interacting with suspected COVID-19 patient within exam room should wear PPE: Respirator (if not available, facemask) and goggles, gown, and gloves per [CDC recommendations](#). Perform hand washing before and after contact.

Resources

- Flowchart to Assess and Identify ([CDC](#))
- Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in Healthcare Settings ([CDC](#))
- What to do if you are sick ([CDC](#))
- Stop the spread of germs flyer for patient waiting rooms ([CDC](#))

Example Primary Care Process Map ([Link](#))

For more information, please visit:

The Maryland Primary Care Program homepage at:
<https://health.maryland.gov/mdpcp/Pages/home.aspx>