****

Book with Remote Booking – Include clinicians name & no in booking details

**Inform patient that a home visit will take place between 2 – 4 hours**

***Inform patient if symptoms worsen before appointment to contact practice or dial 999***

**Hot site appointment**

**for**

* **non-shielded pt**

**Hot visit appointment for:**

* **frail/housebound**
* **care home pt**
* **shielded patients with COVID symptoms/ or have a household member isolating with COVID symptoms and no separation**

***(Criteria here)***

**Appointment Arranged**

**Visit Booked**

**Instructions of where to go to pt**

**Remind pt they can’t use a taxi**

**Book transport if needed on**

**0114 244 9417select option 1**

***Inform patient if symptoms worsen before appointment to go straight to UECC***

**Refer but no routine radiology done, department will send out appoint-ments when available then clinicians will triage all requests**

**Respiratory symptoms or isolating due to household member having COVID symptoms**

**Minimum information in records (to minimise clinical contact)**

* **Full relevant history**
* **Reason for face to face examination and differential diagnosis**
* **Suggested management plan**

**(note – telephone triager has checked allergies, microbiological sensitivities etc)**

**Telephone or Video Triage**

**Manage most conditions remotely**

***If assessed as critically unwell/unstable***

***send pt to hospital or call 999***

***Remember - day 7 – 10 of illness rapid deterioration can occur***

**If stable follow advice below**

***Note – 111 never tells a patient to see GP only to contact***

***Booked consultation via App / directly telephone practice***

**111 online or symptom checker on App if available to patient**

**Advice to contact general practice**

**Contact practice**

[Case definition](https://www.gov.uk/government/publications/wuhan-novel-coronavirus-initial-investigation-of-possible-cases/investigation-and-initial-clinical-management-of-possible-cases-of-wuhan-novel-coronavirus-wn-cov-infection#criteria)

**Patient has symptoms or patient self-isolating due to household member diagnosed or suspected covid**

**A primary care need for a face to face assessment for a non covid reason but has mild symptoms that fulfil self-isolation advice (pt or household)**

**Face to face assessment of covid symptoms where direct admission to hospital is felt not to be needed**

**If symptoms of covid for 7 – 10 days have low threshold for hospital admission**

*Clinician needs to know how to book appointment especially if working remotely*

**Assessed as able to be managed via video/telephone**

**Includes covid pts**

**Assessed as stable and needing face to face consultation with no obvious symptoms of covid**

**Cold site appointment**

**Cold site visit**

*Triager needs to know how to book appointment especially if working remotely*

**Discharge with advice**

**Investigations**

**/referral required**

**Arrange tel follow up or appointment**

**Advice / guidance via e-referral or direct contact with specialist team**

**Discuss if they really need them with colleagues or hospital colleagues**

**Radiology**

**Bloods at cold site**

*If no COVID or respiratory symptoms*

***Advice/support/guidance available at the following link:***

<http://www.rotherhamccg.nhs.uk/covid-19-gp-information.htm>

[Remote Triage Assessment Guidance](https://www.bmj.com/content/bmj/368/bmj.m1182/F1.large.jpg?width=800&height=600)

Version 3 – 13th April 2020

**COVID-19 Primary Care Flow Chart**