

## COVID-19 Triage Suggested Script (Phone and In-Practice)

### Phone message before phone is answered

*Thank you for phoning XYZ. Please listen carefully – Due to COVID-19, you will be asked questions to help us to protect you and protect other patients and our staff. Answering yes to any of these questions will not stop you being able to see a health professional. It helps us work out what area of the practice to see you in.*

### Triage Script

**Ask all patients over the phone and anyone who walks in without a booking. Also triage any family/whānau who plan to come with the caller, or who are accompanying walk-in patients, as they may have a different infection risk from the patient.**

*Due to COVID-19, I need to ask you some questions that will help us to protect you and protect other patients and our staff. Answering yes to any of these questions helps us to work out what area of the practice you will see the health professional.*

### Assess for COVID-19 symptoms

*Do you have any of the following symptoms?*

*New or worsening: Cough? Breathlessness? Sore throat? Runny nose? Loss of smell? Altered sense of taste? Do you have a fever?*

### Assess whether a contact of a person who has COVID-19

*In the last 14 days have you been in contact with a person with COVID-19 or been at a location where there was a person with COVID-19? (Contact tracing locations can be found [here](#))*

### Assess for Higher Index of Suspicion (HIS) criteria

*In the last 14 days have you:*

- *worked at the border, a managed isolation facility, an international aircraft or shipping vessel?*
- *cleaned at an international port or airport?*
- *worked in a cold storage facility with imported chilled or frozen goods received directly from an international port or airport?*
- *returned to NZ from a non-quarantine-free country, an area in a QFT country where there is currently a community outbreak, or left a managed isolation facility?*

### Further Information

- Manage/stream patients according to the risk identified by their answers to these questions. Follow your practice's procedures and protocols, using appropriate PPE/IPC measures.
- Please read in conjunction with the advice on [COVID-19 Primary Care Response Framework](#) and [COVID-19 Primary Care Response Framework at a Glance](#).
- If someone accompanying the patient has a different risk, talk with them to decide how that risk is managed. In general, both needed to be treated as if they have the higher risk.