



Phone Triage and Scripting

Ensure everyone with responsibilities to communicate with patients via phone, in person, etc., have consistent scripting about the following:

- COVID-19 risk assessment
 - Symptom assessment:
 - Fever
 - Sore throat
 - Cough
 - Difficulty breathing
 - Body aches
 - Diarrhea
 - Vomiting
 - Contact with COVID-19:
 - In the past two weeks, have you come in contact with anyone with flulike symptoms?
 - To your knowledge, have you come into contact with a person who has COVID-19?
 - Travel:
 - In the past two weeks, have you traveled abroad?
 - If yes, which countries did you visit?
- Emergent condition assessment
 - Area of pain
 - Pain level (1-5)
 - How long has the pain been present?
 - Is the patient taking any medications for pain?
- Possible use of telehealth as an additional option
 - Identify if you will use a telehealth provider, such as Doxy.me, to provide care
- Reminder to bring a mask to their appointment for all attending the appointment
 - Cloth or Level 1 mask is acceptable.
- At time of scheduling, reminder, and confirmation
 - Asking these questions at every opportunity is important.