

COVID-19 Triage Protocol

“Is this a routine appointment, or are you unwell today?”

ROUTINE
No fever, no sore throat, no cough, no shortness of breath or other respiratory infection signs, including mild symptoms

UNWELL
Any: fever, sore throat, cough, shortness of breath or other respiratory infection signs, including mild symptoms?

Have you travelled recently OR had contact with a confirmed or suspected case of coronavirus OR believe you may have been infected?

NO

Appointment and infection control principles as usual

YES
Transfer call to nurse/ doctor on duty

YES
Transfer call to nurse/ doctor on duty

NO

Appointment and infection control principles as usual

PATIENT WISHES FOR ADVICE:

CoronaVirus Hotline
Open 24 hours, 7 days

(t): 1800 675 398

TELEHEALTH/TELEPHONE CONSULTATION

Regular patients only (must have been seen by GP in last 12 months)

Must meet one of following Medicare criteria:
pregnant, aged 70+, aged 50+ AND of ATSI descent, parent of child under 12 months, patient OR treating GP is immunocompromised or being treated for a chronic condition.

PATIENT WISHES TO BE EXAMINED BY A HEALTH PROFESSIONAL

Must meet the following criteria:
International travel in the 14 days prior to onset of illness OR close or casual contact in the 14 days prior to illness with a confirmed case
AND fever OR acute respiratory infection (+Pneumonia with no other cause identified or pneumonia in a healthcare worker)

Visit <https://melbourne.healthpathways.org.au/> for referral pathways