

Assess and Refer – COVID-19

For influenza-like illness symptoms

History

- Age
- Duration of symptoms
- Maximum temperature
- Past medical history
- Medications
- Immunocompromised (e.g., transplant, HIV, diabetes, cancer)
- Risk factors (pregnant or morbidly obese)
- Last acetaminophen/ibuprofen/aspirin

Signs and Symptoms

- Warm
- Flushed
- Sweaty
- Chills/rigors
- **Associated Symptoms (helpful to localize source)**
- Malaise, cough, shortness of breath, or sudden onset of respiratory distress

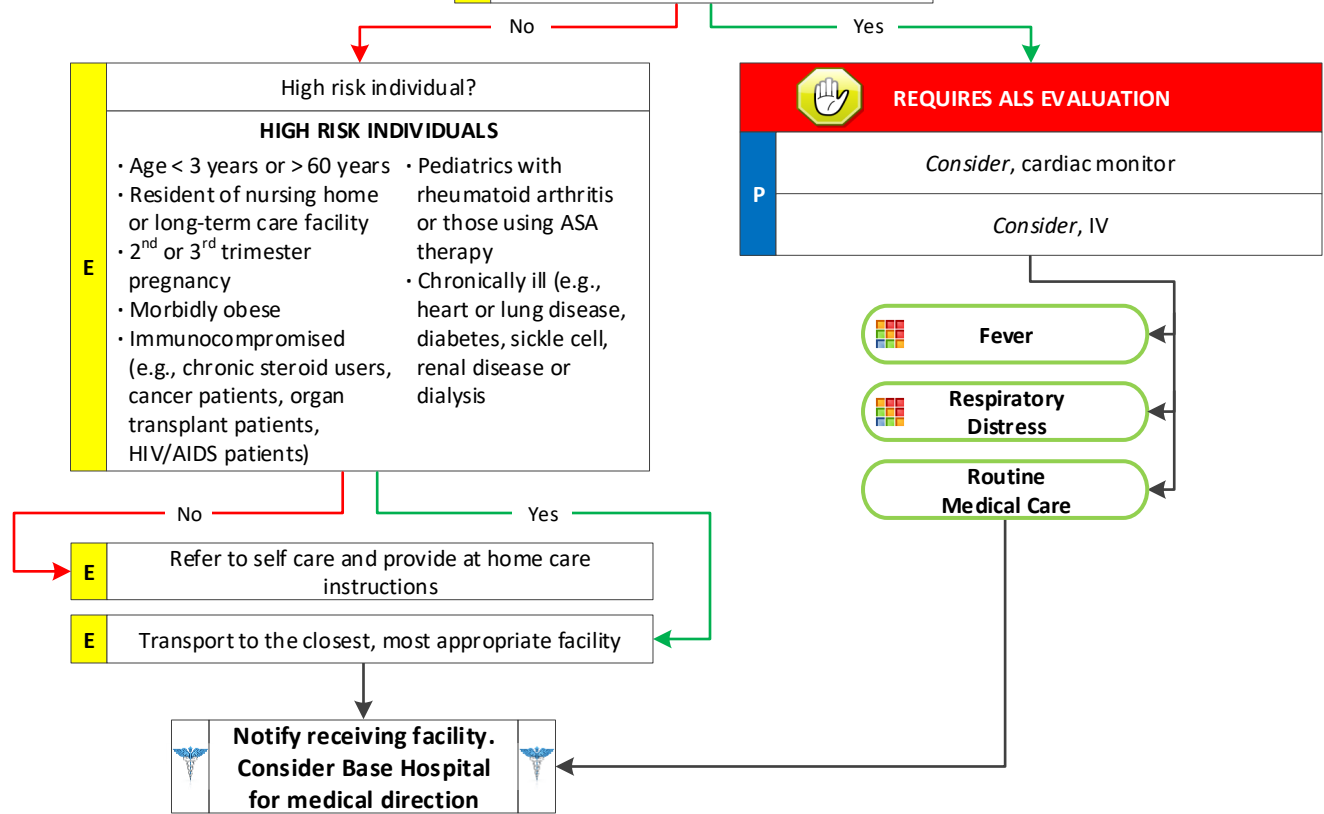
Differential

- Influenza
- COVID-19
- Infection/sepsis
- Travel illness (e.g., Malaria, Ebola)

For influenza-like illness patients
(i.e. fever/chills, cough, body aches, shortness of breath, sudden onset of respiratory distress)

E	Temperature measurement
	Pulse oximetry
	Blood glucose analysis
	ABNORMAL VITAL SIGNS?

• Temperature > 100.3°F	• HR ≥ 100
• Respiration < 8 or > 22	• BP < 100/p
• SpO ₂ < 95%	• AMS



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For reported or tactile influenza-like illness symptoms

Suitability assessment for home care

- Appropriate caregivers are available, if needed
- Patient is competent
- There is an isolated room where the patient can recover
- Access to food, water, bathroom facilities and other necessities
- No household members with high risk conditions (see medical history)
- **If suitable, leave at home with instructions**

If sending home from a public location

- Place surgical mask on patient
- Have patient transport themselves home while minimizing exposure to others
- Discourage public transportation

What to do if you are sick with coronavirus disease 2019 (COVID-19)

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See COVID-19 and Animals for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the health care provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60-95% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.



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Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.











Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.

For more information: www.cdc.gov/COVID19

10 things you can do to manage your health at home

If you have possible or confirmed COVID-19:

1. **Stay home** from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ride-sharing, or taxis. 
2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately. 
3. **Get rest and stay hydrated.** 
4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19. 
5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19. 
6. **Cover your cough and sneezes.** 
7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol. 
8. As much as possible, **stay in a specific room and away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask. 
9. **Avoid sharing personal items** with other people in your household like dishes, towels, and bedding. 
10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions. 

Please go to www.cdc.gov/covid19-symptoms for information on COVID-19 symptoms.



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For more information: www.cdc.gov/COVID19

Pearls

- Leave person with stay at home instruction sheet.
- Use "Treat and Refer" disposition in MEDS.
- Individuals with normal vital signs can be left at home if the guidelines of a suitability assessment for home care are met. Do not have the person sign an AMA if they meet assess and refer criteria and they are remaining/going home..
- If the patient does not meet the suitability assessment for home care guidelines, consider alternate housing options that meet guidelines that may be available (e.g., other family member's home, neighbor's home, fully functional RV with appropriate power, water, sewer connections)



SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES

Treatment Protocol EP01

Assess and Refer – COVID-19

San Mateo County Medical Clinics

Clinic Name	Address	Phone Number	Hours
Coastside Clinic	225 S. Cabrillo Highway, Suite 100A Halfmoon Bay	(650) 573-3941	Mon – Wed: 8:00 am – 5:00 pm Thu: 8:00 am – 8:00 pm Fri: 8:00 am – 5:00 pm Sat: 8:00 am – 4:00 pm
Daly City Health Center	380 90 th Street Daly City	(650) 301-8600	Mon – Fri: 8:00am – 5:00pm
Daly City Youth Health Center	350 90 th Street, Third Floor Daly City	(650) 877-5700	Mon – Fri: 8:00am – 5:00pm
Edison Clinic	222 W. 39 th Avenue, First Floor San Mateo	(650) 573-2385	By appointment only Mon – Fri: 9:00am – 3:30pm
Fair Oaks Health Center	2710 Middlefield Road Redwood City	(650) 578-7141	By appointment only Mon – Fri: 8:00am – 7:00pm
San Mateo Medical Center	222 W. 39 th Avenue San Mateo	(650) 573-2222	By appointment only
Innovative Care Clinic	222 W. 39 th Avenue, Third Floor San Mateo	(650) 573-3702	By appointment only Mon – Fri: 8:00am – 5:00pm
Medical Specialty Clinic	222 W. 39 th Avenue, Second Floor San Mateo	(650) 573-3982	By appointment only Mon – Fri: 8:00am – 4:30pm
Pediatric Clinic	222 W. 39 th Avenue, Third Floor San Mateo	(650) 573-3702	Mon/Wed/Fri: 8:00am – 5:00pm Tue/Thu: 8:00am – 8:00pm
Senior Care Clinic	222 W. 39 th Avenue, Third Floor San Mateo	(650) 573-2426	Mon – Fri: 8:00am – 5:00pm
Sequoia Teen Wellness Center	200 James Avenue Redwood City	(650) 366-2927	Mon – Fri: 8:30am – 4:30pm
South San Francisco Clinic	306 Spruce Avenue South San Francisco	(650) 877-7070	Mon – Fri: 8:00am – 5:00pm

