**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/buprofen/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)

<table>
<thead>
<tr>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature measurement</td>
</tr>
<tr>
<td>Pulse oximetry</td>
</tr>
<tr>
<td>Blood glucose analysis</td>
</tr>
</tbody>
</table>

**ABNORMAL VITAL SIGNS?**
- • Temperature > 100.3°F
- • HR ≥ 100
- • Respiration < 8 or > 22
- • BP < 100/p
- • SpO₂ < 95%
- • AMS

**High risk individual?**

**HIGH RISK INDIVIDUALS**
- • Age < 3 years or > 60 years
- • Resident of nursing home or long-term care facility
- • 2nd or 3rd trimester pregnancy
- • Morbidly obese
- • Immunocompromised (e.g., chronic steroid users, cancer patients, organ transplant patients, HIV/AIDS patients)
- • Pediatrics with rheumatoid arthritis or those using ASA therapy
- • Chronically ill (e.g., heart or lung disease, diabetes, sickle cell, renal disease or dialysis

**REQUIRES ALS EVALUATION**

**Consider, cardiac monitor**

**Consider, IV**

**Fever**

**Respiratory Distress**

**Routine Medical Care**

**Refer to self care and provide at home care instructions**

**Transport to the closest, most appropriate facility**

**Notify receiving facility. Consider Base Hospital for medical direction**

**Yes**

**No**
San Mateo County Emergency Medical Services

Assess and Refer – COVID-19

Effective November 2018

Treatment Protocol EP01
Page 2 of 3

Authorized April 2020

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 seek medical care
If you have symptoms of COVID-19, stay home except to seek medical care. If you are unable to stay home, avoid close contact with others.

Separate yourself from other people and animals in your home
People. If you or your household members are sick or have been exposed to COVID-19, stay in your own room and minimize contact with others in your household, such as eating in separate rooms. Wash your hands before and after you enter or leave your room.

Animals. Keep pets in the same room with you and wash your hands after handling pets or pet belongings.

Call ahead before visiting your doctor
If you have a medical appointment, call the healthcare provider and tell them that you or someone in your home has COVID-19. This will help the healthcare provider prepare to serve you once you arrive.

Wear a face mask
You should wear a face mask when you are around other people (e.g., sharing a room or living space; using the same transportation vehicle; or being cared for while in a healthcare setting). A face mask may help prevent you from spreading the virus to others.

Cover your coughs and sneezes
Cough into a sleeve or a tissue. Do not cover your nose with your hands.

Clean your hands often
Wash your hands with soap and water at least 20 seconds, especially after you have been in a room with a sick person, after you have been in a room with someone who is coughing or sneezing, and after you have been in a room with someone who has been sick. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.

What to do if you have possible or confirmed COVID-19:

1. Stay home from work, school, and away from other public places. Focus on the 3 C’s: Stay connected, stay clean, stay calm.
2. Monitor your symptoms carefully. If you have symptoms, get well rest, 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 or someone in your household has COVID-19.
5. For medical emergencies, call 911. Avoid all non-emergent, non-urgent care. Call your healthcare provider if you develop new symptoms.
6. Treat COVID-19 symptoms as you would any other cold or flu symptoms. Treatment is not provided.

Ten things you can do to manage your health at home

1. Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 60% alcohol.
2. Wear a face mask when around other people. Focus on the 3 C’s: Stay connected, stay clean, stay calm.
3. Stay away from crowded places and public transportation.
4. Avoid sharing personal household items with other people in your household.

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

San Mateo County Health
Emergency Medical Services

Pears

- 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 Medical Clinics

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