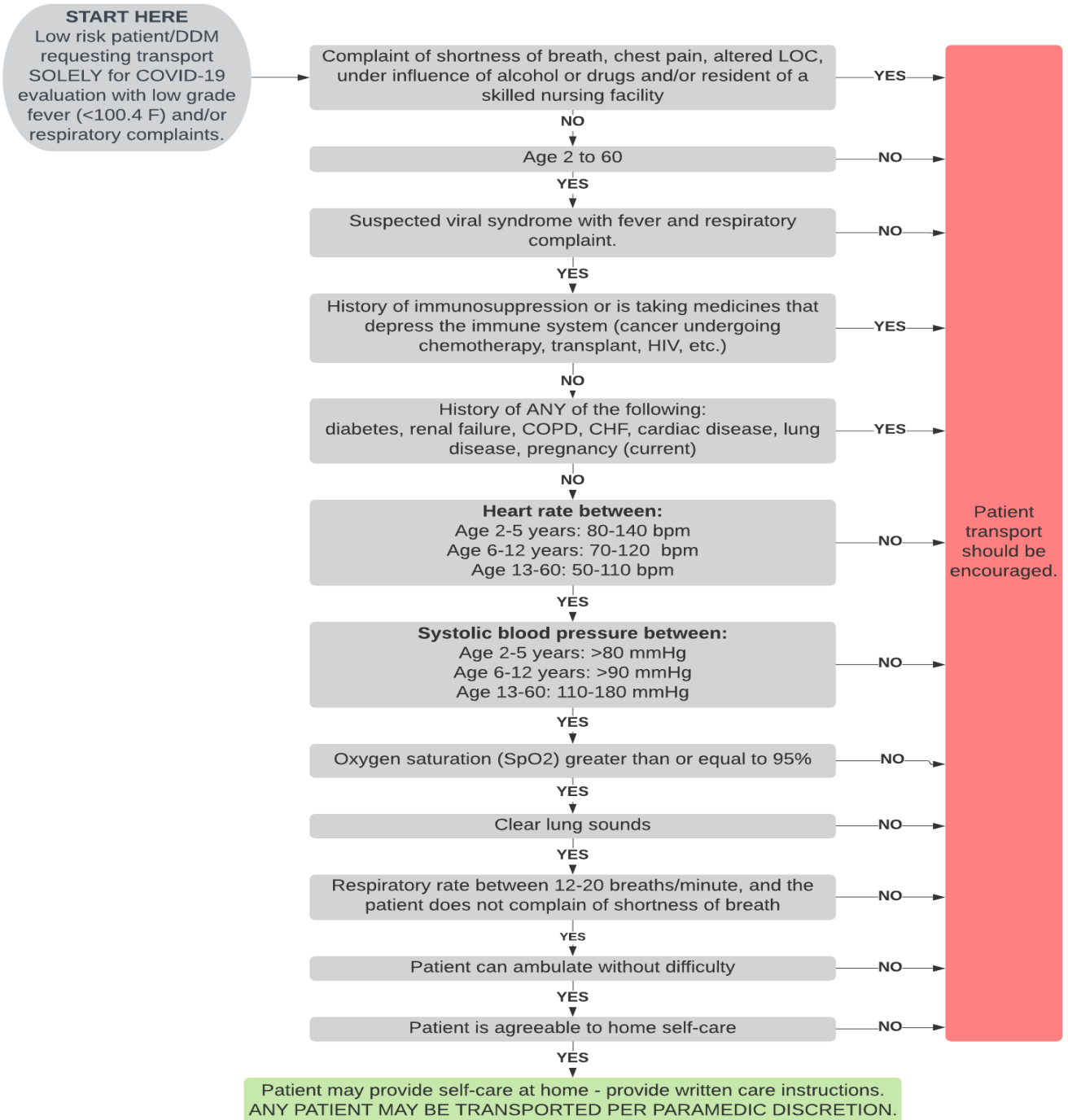




Assess and Refer Flowchart Policy S-415A



1. Advise the patient/DDM of the following and document in the ePCR:

- Contact 2-1-1 and/or their medical home's COVID-19 telephone screening center.
- Stay at home and seek follow-up treatment as needed with their physician, preferably by telephone or tele visit, if their symptoms worsen.
- Isolate themselves at home, apply appropriate social/physical distancing, avoid contact with high-risk persons, and self-monitor their condition for worsening symptoms. For patients unable to isolate at home, instruct the patient to call 2-1-1 or the paramedic can call the Shelter hotline at (858)715-2350 for the patient.
- Isolation period should continue until the patient is fever-free for 3 days without the use of antipyretics, with diminishing URI symptoms (and it is at least 7 days after symptom onset) and cleared by the patient's healthcare provider/physician based on current guidelines from the CDC and County of San Diego, Health and Human Services Agency, Department of Public Health Services. As guidelines are updated, the newest version should be used.
- The patient's desire for testing does not warrant transport via EMS. Patients may discuss eligibility for testing outside of the 9-1-1 system with their healthcare provider.

2. This statement shall be read to the patient/DDM and documented in the ePCR:

“It appears that you do not require emergency ambulance transportation to the hospital emergency department. You should seek care via your regular healthcare provider or a doctor's office or clinic, particularly if symptoms worsen. Call 2-1-1 for advice if you do not have access to other healthcare. If you develop shortness of breath, confusion, dizziness, or other severe symptoms, recontact 9-1-1 immediately.”

3. Leave a copy of the EMSA Home Care Instructions with the patient/DDM