

Triage Process for Primary Care

(Note: Latest updates will appear in blue)

Instruct client to clean hands with alcohol-based hand rub. Ask the following:

Confirm individual is a client

Note: Essential medical escorts/visitors may be permitted. Escort/visitor must be screened.

1. SIGNS AND SYMPTOM CRITERIA	Do you have any of the following symptoms?		
	ONE symptom in Category A	OR	ONE or more symptoms in Category B
	<input type="checkbox"/> Fever > 38 or subjective fever/chills <input type="checkbox"/> Cough <input type="checkbox"/> Sore throat/hoarse voice <input type="checkbox"/> Shortness of breath/breathing difficulty <input type="checkbox"/> Loss of taste or smell <input type="checkbox"/> Vomiting or diarrhea more than 24hrs		<input type="checkbox"/> Runny nose <input type="checkbox"/> Muscle aches <input type="checkbox"/> Fatigue <input type="checkbox"/> Conjunctivitis <input type="checkbox"/> Headache <input type="checkbox"/> Skin rash of unknown cause <input type="checkbox"/> Nausea or loss of appetite <input type="checkbox"/> Poor feeding (in an infant)
2. HISTORY CRITERIA	Have you tested positive for COVID-19 in the last 10 days (either by rapid test or laboratory-based test)? <input type="checkbox"/> Yes <input type="checkbox"/> No		
3. EXPOSURE CRITERIA	Have you been exposed in the last 14 days to someone that has tested positive for COVID-19 (either by rapid test or laboratory-based test) or has COVID-19 symptoms? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Yes to any part of questions 1 through 3	No to questions 1 through 3
<ul style="list-style-type: none"> • Instruct client and escort to clean hands with alcohol-based hand rub • Provide a medical mask to client and escort (if present) when they enter the facility • Where available, move client/escort into a segregated ORANGE waiting area (designated in advance) • When space is limited, perform a risk assessment to determine safe placement: <ul style="list-style-type: none"> ○ Symptomatic, unable to comply with hand hygiene and mask use – place directly into clinic room or ORANGE designated waiting area ○ Asymptomatic, able to comply with hand hygiene and mask use – follow regular process • If client is COVID POSITIVE move them into segregated waiting area or directly into private room (designated in advance) as RED waiting area/room • Tell the client someone is coming 	<ul style="list-style-type: none"> • Instruct client and escort to clean hands with alcohol-based hand rub • Provide directions to non-suspect (GREEN) waiting area if needed

NOTES

Screening criteria are intended to supplement clinical judgement, not supersede it.

This document is not intended for staff screening

Change log

- May 3, 2023 – Removal of physical distancing instructions. Removal of need to wear medical mask if negative to screening questions. .
- October 5, 2022 – Travel screening removed, waiting room placement direction added
- June 28, 2022 – Updated physical distancing from required to encouraged
- March 17, 2022 - Changes to align with latest changes to public health orders
- March 1, 2022
 - Changes to remove vaccination requirement.
 - Changed isolation period from 14 to 10 days.