Community Clinic Coronavirus Phone Script for Answering Coronavirus (COVID-19) Calls

This guidance document will continue to be updated as the COVID-19 situation evolves. Visit www.coronavirusnetwork.org for the latest information, updates and resources.

If a patient or community member calls with concern that s/he may have coronavirus, ask the following questions:

1. Are you currently experiencing severe difficulty breathing, chest pain, or notice your lips or skin turning blue?
   - a. If “YES,” advise patient to immediately call 911
   - b. If “NO,” proceed to next question

2. Are you currently experiencing symptoms of an upper respiratory infection, particularly cough and fever?
   - a. If “YES,” proceed to next question
   - b. If “NO,” route patient to clinic website or www.coronavirusnetwork.org for information about risks, symptoms, and precautions. If patients have questions about screening, encourage them to the Public Health Department.

1. Have you traveled outside of the U.S. or to a city with a high number of cases of coronavirus in the past month?
   - a. If “YES,” ask specifically about high risk countries including China, Iran, Italy, South Korea and Japan and states such as Washington and California. If patient has been to one of these places, please follow the high-risk procedure below
     (This list is rapidly changing. Update staff regularly on areas of high numbers of cases)
   - b. If “NO,” proceed to next question

2. Have you been in contact with someone who has been diagnosed with coronavirus?
   - a. If “YES,” follow the high-risk procedure below
   - b. If “NO,” follow all routine policies for offering appointments and advice

High-risk procedure

1. If a patient is deemed high risk, advise them to stay home and near their phone. A provider will call them back shortly.
2. Document the call and notify provider immediately via ______________________

3. Provider return call and assess history and symptoms by phone.

4. Contact

   (Your local or state health department about the possible case of COVID-19)

If you suspect coronavirus

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