**Patient arriving in clinic for visit - ask all patients and caregivers these questions:**

In the last two weeks:

* Have you had close contact with someone who is COVID+
* Have you been around anyone who has measles, chicken pox, mumps, TB?
* Have you traveled outside of California?

In the past week, have you had:

* *Fever (≥100F/ 37.8C)*
* *New cough*
* *New severe fatigue or muscle aches*
* *New shortness of breath or difficulty breathing*
* *Headache*
* *Loss of taste or smell*
* *Sore throat*
* *Congestion/Runny nose*
* *Nausea/Vomiting*
* *Diarrhea*
* *Chills*

If NO to all of the above, go ahead with appointment

If YES to any of the above: Call RN, have patient wait at back door. Put in isolation room (9, 11, or 12) for triage.

RN Triage:

* Urgent issue requiring in person care 🡪 MD visit with mask, face shield, gown, gloves. N95 if concern for aerosolizing event/procedure.
* Non-urgent issue 🡪 weight if no recent weight on file, schedule telehealth.
* WCC needing vaccines 🡪 do vaccines, measurements, vital signs, vision and hearing, POC testing - with staff wearing mask, face shield, gown, gloves. Offer telehealth on a different day for rest of visit with MD.\*

* WCC not needing vaccines 🡪 do measurements, vitals, vision & hearing, POC testing - with staff wearing mask, face shield, gown, gloves. Offer telehealth on a different day for rest of visit with MD.\*

\* If patient does not want telehealth, schedule MD visit in person after symptoms resolve or isolation period ends

**Patient calling to schedule or staff calling to confirm upcoming appointment**

In the last two weeks:

* Have you had close contact with someone who is COVID+
* Have you been around anyone who has measles, chicken pox, mumps, TB?
* Have you traveled outside of California?

In the past week, have you had:

* *Fever (≥100F/ 37.8C)*
* *New cough*
* *New severe fatigue or muscle aches*
* *New shortness of breath or difficulty breathing*
* *Headache*
* *Loss of taste or smell*
* *Sore throat*
* *Congestion/Runny nose*
* *Nausea/Vomiting*
* *Diarrhea*
* *Chills*

If YES to any of the above for the patient or for the caregiver who will bring child to visit, have RN call to triage.

RN triage:

* Urgent issue requiring in person care 🡪 schedule/keep MD visit, mark as ISO
* Non-urgent issue – schedule/re-schedule as telehealth
* WCC needing vaccines 🡪
	+ Schedule for Nurse visit with vaccines, measurements, vital signs, vision and hearing.
	+ Offer telehealth on a different day for rest of visit with MD
* WCC not needing vaccines 🡪
	+ Reschedule entire visit after symptoms resolve or isolation period ends.
	+ Offer telehealth visit to address any short-term concerns.