



Start Here

May I have a **call back number** in case we get disconnected?

Do you have or have you had a **fever of 100.4+** in past **24 hours**?

Are your **over 70** years old?

Do you have a **sore throat**? *If yes, when did symptom start?*

Do you have **muscle aches** and/or **headaches**?  
*If yes, when did symptom start?*

Do you have **cough**? *If yes, when did symptom start?*

Do you have a **runny nose**? *If yes, when did symptom start?*

Do you have new **shortness of breath** or **difficulty breathing**? *If yes, STOP and follow steps on the right.*

Have you been in **close contact** with a laboratory-confirmed COVID-19 case? *Close contact is being within approximately 6 ft (2 meters) of a COVID-19 case for >15 minutes. Can occur as one cares for, lives with, visits, or shares a healthcare provider waiting area/room with a COVID-19 case. Recommend precautions for household members, intimate partners, and caregivers in a non-healthcare setting. Limit contact within 6 ft, wash hands, avoid touching eyes, nose, mouth.*

Are you **pregnant**?

Do you have any **chronic heart** or **lung** problems, or has a doctor ever described your **immune system** as **weakened**?  
*If yes, obtain a medical history.*

Have you **traveled** to any of the these areas in the **last 14 days**?  
*If yes, what were your dates of travel?*

China Iran Italy Japan South Korea Europe  
Washington State New York California

### Infection Prevention Contact Info

Duke University Hospital.....919-970-9721 (page)  
Duke Regional Hospital.....919-470-4636 (page)  
Duke Raleigh Hospital.....919-206-3311 (page)  
Duke Primary Care and Urgent Care.....919-896-2428 (call)  
Private Diagnostic Clinics.....919-451-8828 (call)  
Duke Home Care and Hospice.....919-479-0435 (call)

For University Students, refer to Student Health.....919-681-9355  
For University Faculty, refer to EOWH.....919-684-3136  
For Hospital Employees, refer to EOH.....919-681-3136

### If YES: Immediate Medical Attention Needed

**Step 1:** Follow scripting below with patient.

- *What is the closest emergency department to your home?*
- Instruct patient to call EMS 911 and get to their nearest ED: *You need to hang up and call 911.*
- Nurse discretion: *I'll call your back in a few minutes to be sure you were able to reach them.*
- *When you call 911, tell the dispatcher you may have been exposed to coronavirus.*
- *Tell the paramedic right away that you may have been exposed to coronavirus.*
- *Cover your mouth and nose by wearing a mask or using a disposable tissue or wash cloth.*

**Step 2:** If patient stated the closest ED is a Duke ED, call **Duke Transfer Center** at **919-681-3440** and inform them that a potential coronavirus patient may present via EMS.

#### NO SYMPTOMS, POTENTIAL EXPOSURE

##### Follow Self-Monitoring Guidelines

- Monitor self for fever by taking temperature twice a day.
- Remain alert for cough, SOB and/or difficulty breathing.
- If you feel feverish or develop a fever of 100.4+, cough, or difficulty breathing, patient should: (1) self-isolate; (2) limit contact with others; and (3) seek advice via telephone from their healthcare provider or local health department to determine if medical evaluation is needed.

#### MILD SYMPTOMS

*Runny nose or mild cough, but NO fever, NO SOB/difficulty breathing*

##### Follow Isolation Guidelines

- Isolate yourself at home.
  - Do NOT allow any visitors.
  - Do NOT go to work or school.
  - Do NOT go to church, child care centers, shopping, or other public places.
  - Do NOT shake hands.
  - AVOID close contact with others.
  - Cover mouth and nose with mask, disposable tissue, or wash cloth.
  - Wash hands, face frequently with soap and water.
- If symptoms worsen, call your healthcare provider for guidance.  
Discontinue isolation when symptoms improve for > 24 hours.*

#### MODERATE SYSTEMS

*Measured fever >100.4 + runny nose + significant cough + sore throat + muscle aches or headaches + positive co-morbidity (heart/lung/immune) + over 70 + identified travel or confirmed close contact with COVID case.*

##### Schedule Late Day Appointment at Patient's PCP or Send to Urgent Care

- If patient's PCP is unavailable or after hours, instruct patient to go to Urgent Care.
- Page Infection Prevention to alert them of appointment/clinic where patient will present.
- Infection Prevention will notify Nurse Manager or designee of possible COVID case.
- Fill out EPIC dot phrases for coronavirus screening and route to appropriate provider.