

This graphic is based on guidance from Public Health England and Health Protection Scotland to prepare primary care practices in the UK. It has been updated to reflect new advice to the public announced on 12th March 2020



Person with one or more of:

**New continuous cough**

**Fever > 37.8°**

**Remote consultation**

Aim to triage all patients online or by phone



**Patient identified in GP surgery**

**Assess whether clinically stable**

Initial data indicate that patients display symptoms with approximately these proportions of severity, with elderly people and those with underlying health problems more affected:

**80%**

No or mild symptoms

**15%**

Severe disease

**5%**

Critically unwell

Advise patient to contact NHS 111 online

**Call 999**

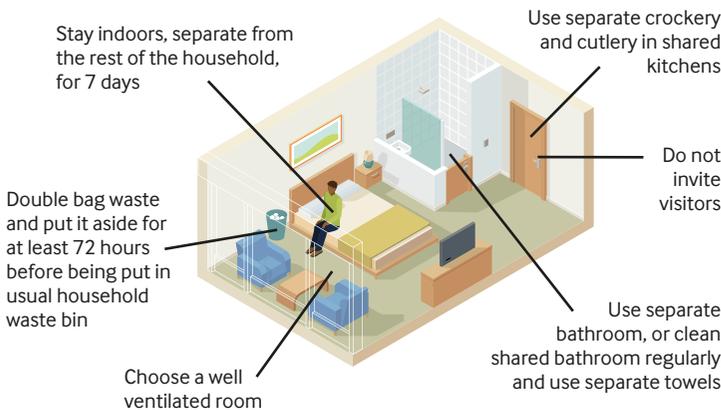
Inform operator that patient may have covid-19

Patients with mild symptoms should be identified at reception, and asked to return home and self isolate

Acutely unwell patients should be isolated, and assessed while using standard PPE (see bottom right)

**Self isolation**

Patients do not need to contact NHS 111 to go into self-isolation. If symptoms worsen during home isolation or are no better after 7 days, they should contact NHS 111 online. For a medical emergency, they should dial 999



**Patients requiring hospitalisation**

Suspect covid-19 in any seriously ill patients with influenza-like illness, ARDS\*, or pneumonia

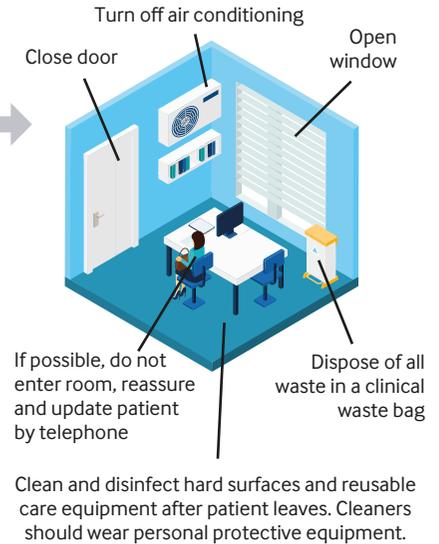
**Preparing the GP surgery in advance**

Advise patients with a cough or fever to avoid attending in person, via:

- Reception staff
- Automated phone systems
- Prominent posters
- SMS message systems
- Warning notice on online booking systems

**Isolation room**

- Located away from waiting areas and other consultation rooms
- Without carpeted floors or soft furnishing
- Close to separate toilet facility



**Personal protective equipment (PPE) in primary care**

If contact with patient is unavoidable, and for cleaning the isolation room afterwards, use standard PPE

Standard surgical mask

Gloves

Apron

Dispose of PPE as clinical waste after use



\* ARDS = acute respiratory distress syndrome

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