

Simplified guidance for clinic staff handling calls re: COVID

Patient calls clinic

"I think I have COVID"

"I tested positive"

"I have been exposed"

"I was a close contact"

"Do you have symptoms?"

Adult Symptoms – AH Website

Child Symptoms – AH Website

Patient says "No"

Patient says "Yes"

"Have you tested?"

Patient says "No"

"Isolate and obtain a Rapid test. Visit www.albertadoctors.org/covid2022 for more information"

Patient says "Yes"

"What kind of test was it?"

Patient says "PCR or Lab"

Patient says "Home test, Rapid test, employer test, or private test"

"Please document your rapid test"

"If you work in high risk setting book PCR test with AHS"

"If your symptoms started less than 4 days ago see if you qualify for Sotrovimab"

Review www.albertadoctors.org/covid2022 for instructions to all of the above.

Review Navigating COVID with Patient

If you work in a high risk setting (healthcare or congregate living) see if employer has rapid testing program OR obtain Home Rapid Test. Otherwise do not test unless symptomatic. Links to COVID testing info can be found at www.albertadoctors.org/covid2022

If your symptoms are severe, please hang up and call 911. Advise them you are COVID+

Book Patient for Virtual / In-person appointment or COVID Clinic (if available) Appointment within 24 hours to initiate Monoclonal Antibody Treatment or Budesonide (if eligible)

If booking in-person visit will require patient to be masked and full PPE for staff. Follow all IPC requirements

Consider antivirals (when available)

Refer to patient self management resources www.albertadoctors.org/covid2022

Monoclonal Antibody Criteria (Sotrovimab)

1. Unvaccinated and age 55+
2. Unvaccinated and age 18+ and chronic condition or pregnancy
3. Immunocompromised OR organ transplant OR chemotherapy (1 dose since 12/2020) OR inflammatory disease (Lupus, rheumatic arthritis, etc.)