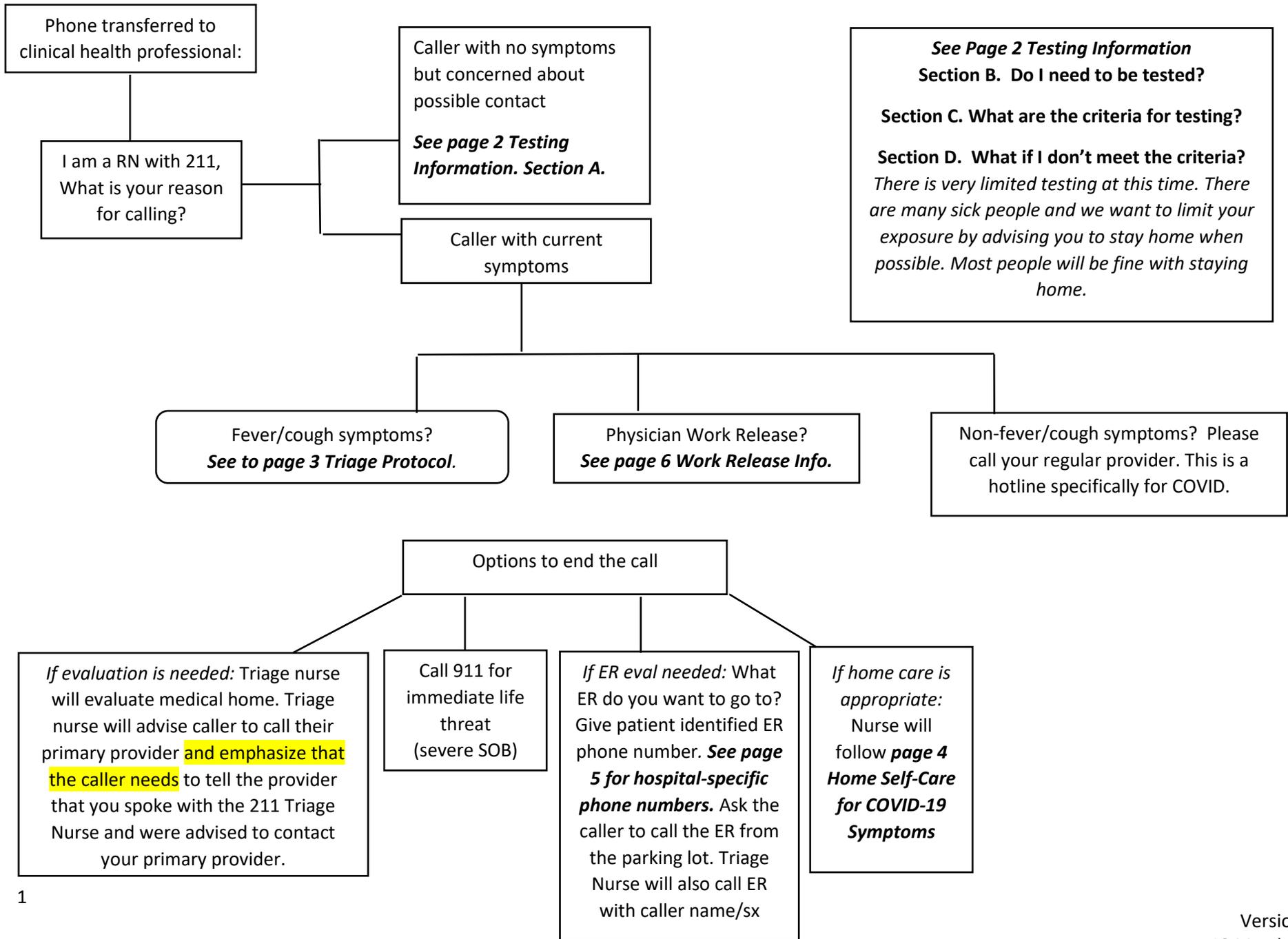


211 NURSE TRIAGE

Lynn Royer

If you need changes to this document please contact the Medical Coordination Center at
515-286-2155 Monday thru Friday 7am – 7pm



See Page 2 Testing Information
Section B. Do I need to be tested?
Section C. What are the criteria for testing?
Section D. What if I don't meet the criteria?
There is very limited testing at this time. There are many sick people and we want to limit your exposure by advising you to stay home when possible. Most people will be fine with staying home.

Testing Information

- A. Testing is not recommended. This type of testing is not accurate unless you have symptoms. Best practice to prevent getting it is to maintain a distance of 6 feet from others as much as you can.
- B. Currently all healthcare systems in Polk County are utilizing the same set of testing criteria which has been defined by the Iowa Department of Public Health.
- C. This criterion is subject to change. Please see the Polk County Public Health website for the latest information. As of today, this criterion is the following:
 - 1 criteria involving hospitalized patients – hospitalized patients with fever and respiratory and no alternate diagnosis
 - Any persons with household contact with a laboratory confirmed case of COVID-19 in the 14 days prior to becoming ill with fever or respiratory symptoms (e.g., cough, difficulty breathing)
 - Any persons with a history of international travel to a country with a Level 3 CDC travel health warning which as of 3/16 includes many countries in Europe, South Korea, China, Iran, UK, and Ireland
 - Any persons who have taken an international cruise in the 14 days prior to becoming ill with fever and respiratory symptoms and no alternate diagnosis
 - Older adults >60 years with fever or respiratory symptoms (cough, difficulty breathing) and chronic medical conditions (e.g. diabetes, heart disease, immunosuppressive medications, chronic lung disease, or chronic kidney disease)
- D. If your Primary Care Provider does not offer testing, as of today, there is no city-wide testing site due to limited resources. This is currently under discussion. Please check Polk County website for updates.
- E. Community who don't have a PCP are told to call 211. As of today, there is no city-wide testing site due to limited resources. This is currently under discussion. Please check Polk County website for updates.

Triage Protocol

1. Are you having fever?
 - a. YES
 - i. Less than 103?
 1. YES -> Please monitor symptoms at home and practice self-care. (see handout) You may take OTC medications such as Tylenol.
 2. NO-> You should be seen. Please call your regular provider and tell them that you spoke with 211 Triage Nurse and were advised to contact them.
 - b. NO ->Are you having any other symptoms?
2. Are you having cough or shortness of breath?
 - a. YES
 - i. Do you have severe difficulty breathing where you cannot catch a breath?
 1. YES -> You should be seen. Please call your regular provider and tell them that you spoke with 211 Triage Nurse and were advised to contact them.
 2. NO -> Please monitor symptoms at home and practice self-care. (see handout) You may take OTC medications.
 - b. NO -> Are you having any other symptoms?
3. Are you having any confusion?
 - a. YES -> You should be seen. Please call your regular provider and tell them that you spoke with 211 Triage Nurse and were advised to contact them.
 - b. NO -> Are you having any other symptoms?
4. Are you able to drink fluids?
 - a. YES -> Please monitor symptoms at home and practice self-care. (see handout) You may take OTC medications.
 - b. NO-> You should be seen. Please call your regular provider and tell them that you spoke with 211 Triage Nurse and were advised to contact them.
5. Do you have the worst headache you have ever had in your life?
 - a. YES -> You should be evaluated by the ED. INSERT ER PROCESS FOR CONTACTING ED.
 - b. NO -> Please monitor symptoms at home and practice self-care. (see handout) You may take OTC medications.
6. Do you have other symptoms such as sore throat, body aches, fatigue?
 - a. Please monitor symptoms at home and practice self-care. (see handout) You may take OTC medications.

Home Self-Care for COVID-19 Symptoms

1. Keep warm and rest as much as possible.
2. Take plenty of fluids. Food is not as important since appetite will return when feeling better.
3. For fever, take acetaminophen (Tylenol) or ibuprofen (Motrin) if you are able, in normal doses (see label on bottle).

If cough is present,

Humidification and drinking lots of fluids helps to moisten and loosen up sticky mucus. Non-prescription drugs designed to suppress cough, such as Delysm, Robitussin, Mucinex are occasionally helpful.

If temperature is elevated:

Fluids are important. Fever medication (such as Tylenol or Motrin) should control temperature. Persistent temperature elevation of 103-104 degrees F is a danger sign.

If throat is sore:

Gargle with warm water (1/2 tsp salt in ½ glass of water). Humidification with a vaporizer or steaming tub/shower and lots of fluids help.

If nausea and/or diarrhea are present:

Eat only clear liquids, soups or juices as tolerated. Fluids are very important to prevent dehydration.

Preventing Spread

COVID-19 is mostly spread through person-to-person close contact (within about 6 feet). Small droplets from coughing and sneezing can enter the mouth and lungs of those nearby. It is also possible that infection can happen by touching a surface or object that has virus on it such as a table or door knob and then touching their own eyes, mouth or nose, but this is not the main cause of spread.

- STAY HOME when you are sick
- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid people who are sick (6 feet rule)
- Avoid touching your eyes, nose and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- Facemasks should be worn by people who show symptoms of COVID-19 to help prevent the spread
- CDC does not recommend wearing a facemask for those people who are well

Hospital ED Phone Numbers

Broadlawns: 515-282-2200

MercyOne: 515-643-2515

MercyOne West Des Moines: 515-358-8280

UPH: Lutheran 515-263-5930

Methodist West Des Moines: 515-238-9071

Iowa Methodist Medical Center: 515-202-3678

Dallas County Hospital: 515-465-3547

Other Hospital:

Work Release/Work Notes

Release on Symptoms:

Per the Iowa Department of Public Health guidance, if you have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)

AND

Other symptoms have improved (for example, when your cough or shortness of breath have improved)

AND

At least 7 days have passed since your symptoms first appeared.

Need Note:

We are asking organizations and businesses to stop requiring employees to provide a doctor's note before taking sick leave in light of the novel coronavirus outbreak. If not, your regular provider may be able to provide this without a visit.