Tele Coronavirus
Version 20
Date: 31/07/2020

Incoming call received

Demographic data collection → **Application**

"Do you have a fever? Any difficulty breathing or cough? Has there been a change in your ability to smell or taste food? Do you have a coryza or a sore throat or conjunctivitis? Do you have diarrhea associated with abdominal pain and/or any respiratory symptom?"

- Yes → ≤ 8 years old / 9-59 years old / ≥ 60 years old
- No → General guidance on hygiene and social distancing

≤ 8 years old

Symptoms	Aggravating factors
• Very sleepy • Unable to drink liquids • Gasping for breath • Difficulty breathing • Noisy breathing • Vomiting and/or diarrhea (2 or more episodes in previous 48h) • Dehydration • Fever for 3 consecutive days • Fever returns after 2 days	• **Worsening of clinical condition at least 5 days after the start of COUGHING** • Uncontrolled asthma • Diabetes • Decompensated cardiac disease • Immunodeficiency • Newborn • Congenital disease • Others

9-59 years old

Symptoms	Aggravating factors
• Strong headache • Intense body pain • Shortness of breath, unable to speak complete sentences • Fast breathing • Noisy breathing • Chest pain • Vomiting and/or Diarrhea (2 or more episodes in previous 48h) • Unable to drink liquids • Low urine volume • Shaking/chills • Low blood pressure or fainting • Fever for 3 consecutive days • Fever returns after 2 days	• **Worsening of clinical condition at least 5 days after the start of COUGHING** • Chronic decompensated Lung problems • Diabetes • Pregnancy • Postpartum (less than 2 weeks after delivery) • Decompensated hypertension • Decompensated cardiac disease • Immunodeficiency • Renal insufficiency • Obesity (Very overweight) • Others

≥ 60 years old

Presence of **one or more** of the above criteria

- Yes → Warning sign
- No → General guidance on hygiene and social distancing

Warning sign

"You should seek immediate medical attention. Go to the nearest Emergency Medical Center"

Alert:

*Wear a mask and use a **disposable** tissue to cover your mouth when coughing or sneezing, or cough into your elbow, until you reach the emergency medical center*

General guidance on hygiene and social distancing

- *"You do not need to seek immediate medical attention for Coronavirus because you do not have any serious signs at this time. This screening service aims to evaluate patients with symptoms suggestive of COVID-19. It was not developed to evaluate other diseases or health conditions. For any other health emergencies, please seek medical assistance at a local health unit"*
- Avoid agglomerations/crowds
- Maintain a minimum distance of 1 meter between people
- Avoid handshakes, hugging and kissing
- Wear a mask (except children under 2)
- Cover your mouth with the fold of your arm (inner elbow) when coughing or sneezing
- Wash your hands more often
- Avoid touching your eyes, mouth or nose with your hands
- **In the case of symptoms suggestive of respiratory infection:**
  - Stay isolated at home for 14 days after the first sign of symptoms; it is necessary to remain symptom-free for at least 3 days.
  - If symptoms persist after 14 days, seek health care(if the only persistent symptom is a change in the ability to smell or taste food, there is no need to seek care or maintain home isolation).
- **Call back** if YOU NOTICE any other symptoms or if the symptoms you already have GET WORSE.

General guidelines for drug use

- For pain and fever use dipyrone or paracetamol, provided you are familiar with their use

End of call

Register outcome using application

Adaptaded of Clinical Algorithm Telephone Screening from Atlantic Health System.
Updated by Protocolo de manejo clínico do Coronavírus(Covid-19) na Atenção Primária à Saúde (Ministério da Saúde- March2020)