### "Do you have cough, cold, flu or sore throat symptoms?"

"Has the patient AND support person(s) had 1 or 2 COVID Vaccinations?"

### (Including <12yo)

AND

"Will the patient AND support person(s) wear a mask for the appt?"

## YES

**NO "ASYMPTOMATIC"**

## NO

**YES "SYMPTOMATIC"**

# RED STREAM

### Book VIRTUAL:

**Nurse Triage Pod**

OR

### Urgent Care/RTI Doc

Have you/patient been in a Location of Interest, a border/port worker or been

in an area with recent outbreak? **YES**

**NO**

# GREEN STREAM

"Would you like a

# AMBER STREAM

"Would you like a VIRTUAL appt?"

## NO

"Do you need an appt today?"

## YES

**YES**

### Book VIRTUAL

**Book Pod Triage or Urgent Care**

"The doctor or nurse will call you and arrange for you to be seen in person if needed."

Phone pt for virtual first

See in **tent, car or RTI room** with increased ventilation

Pt in mask and clinician in **FULL PPE(N95)**

Strict hand hygiene

Limit patient contact to <15min

virtual appt?"

## NO

## YES

### Book VIRTUAL

**NO**

### Book F2F

**Decontaminate** room between each use Pt Text RTI Mobile on arrival: 0273746086

"Do you need an appt today?"

## NO

### Book F2F

## YES

### Book Pod Triage or Urgent Care

"Please park in the AMBER/RED parking around the back, the **GP/Nurse will call and talk to you first then bring you in after that**."

If they don't have a phone ask them to wait in their car in AMBER/RED parking and they will be collected for appt.

### Phone patient for history first

# \*Please mark all appts as "GREEN", "AMBER" or "RED"

**in 'note' when booking.**

"Please wear a mask and let us know if you develop cough, cold, flu, sore throat symptoms in the meantime so we can see you in a safe way"

Meet patient at door & sanitise hands Pt in mask and clinician **surgical mask** Strict hand hygiene

Limit patient contact to <15min

Room with **increase ventilation** if available