Triage Process for Alternate Points of Entry (Other than Emergency/Urgent Care)

**Manager/supervisor or designated lead person in screening area**
- Receive history from screener
- Contact clinical area to ask if the appointment can be rescheduled or if the person should still attend appointment.
  - If person **does need to attend**, tell them to go directly to the area. Provide information on testing options
  - If appointment is **not critical** and no negative impact to health to delay, tell person to leave and contact clinic/area to reschedule. Provide information on testing options: **SAY:** In order to keep you and our patients safe, your appointment will need to be rescheduled.

**Determine if Patient is Symptomatic**
**Ask:** Do you have any cold or flu symptoms?
**A:** Fever >38 C or subjective fever/chills; cough; sore throat/hoarse voice; shortness of breath/breathing difficulties, loss of taste or smell, vomiting or diarrhea for more than 24 hours
**B:** runny nose, muscle aches, fatigue, conjunctivitis, headache, skin rash of unknown cause, nausea or loss of appetite, poor feeding (infants)
Individuals who screen positive for ONE symptom in Category A OR TWO or more symptoms in Category B should be considered symptomatic

**Yes**
- Provide a mask to patient and escort
- Move them into a segregated waiting area (designated in advance)
- Tell the patient someone is coming to speak with them

**No**
**Instruct** patient and escort to clean hands with alcohol-based hand rub.
Provide directions to appropriate area if needed.

**Yes**
- Provide COVID-19 Fact Sheet [http://www.manitoba.ca/covid19/locations.html](http://www.manitoba.ca/covid19/locations.html)
- Politely ask person to leave and return after they have reached the end of self-isolation period and no longer have symptoms

**Ask re: Exposure Criteria – In the past 14 days have you:**
- Returned from travel outside of Manitoba; **OR**
- Had exposure+ to a confirmed case of COVID-19; **OR**
- Had laboratory exposure working directly with COVID-19?

**Yes**

**No**

**Essential medical escorts** are those deemed by a provider as required support for Indigenous patients. If medical escort is present, confirm with manager (or designate) that they are essential and required for patient assistance and then screen escort as well.

**Maintain** spatial separation (2m/6ft).
**Instruct** patient and escort (if necessary) to clean hands with alcohol-based hand rub.

**NOTE:** Screening criteria are intended to supplement clinical judgement, not supersede it.
+ Exposure may include scenarios like: large events or settings with confirmed case(s) of COVID-19. Health care providers should confirm setting AND how individual was notified.
**Essential medical escorts** are allowed ONLY for patients who meet certain criteria – please speak to your manager (or designate) to confirm whether a patient meets the criteria.
Change tracker:

- Jan. 29, 2021: Updated travel screening with requirement to self-isolate for 14 days following travel to anywhere outside Manitoba.