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 and/or consider escorting where necessary. 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.
    Direct symptomatic patients to contact Health Links – Info Santé for further screening and direction on testing.
    Provide COVID-19 Fact Sheet 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

Determine if Patient is Symptomatic

Ask: Do you have any cold or flu symptoms?

Ask: Do you have any of the following 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

Instruct patient and escort to clean hands with alcohol-based hand rub.

Provide a medical mask to patient and escort

Provide directions to appropriate area if needed.

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.

* Travel – If patient responds ‘yes’ to travel, ask if they are a transport worker or essential traveller. If yes and they pass all other screening criteria, patient should be screened as orange zone and admitted into the facility with appropriate PPE.

** 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:

- April 26, 2021: Added direction to escort patient answering yes to exposure or history questions if necessary.
- March 22, 2021: Added information for if patient is a transport worker / essential traveller.
- March 15, 2021: All patients, medical escorts and visitors will now be provided with medical mask at screening.
- Jan. 29, 2021: Updated travel screening with requirement to self-isolate for 14 days following travel to anywhere outside Manitoba.