

Talking to your patients about COVID 19, and when to call the hospital or public health

1) INFORM

- a. Inform your patients about COVID-2019 disease
 - ✓ how it's transmitted
 - respiratory droplets
 - person to person contact
 - ✓ what they can do to prevent infection
 - wash hands
 - avoid travel to endemic areas
 - masks will not protect them
 - get a flu shot (protects against flu, but not COVID-19)
 - ✓ remain calm
 - ✓ visit reliable information sites:
 - CDC (www.cdc.gov)
 - Pasadena DPH (www.cityofpasadena.net)
 - LA County DPH (www.publichealth.lacounty.gov)
 - ✓ remind patients that testing is very limited at this point and can only be done through DPH
- b. Instruct your patients on what to do if they think they have a respiratory infection
 - ✓ notify your physician by phone
 - ✓ discuss your symptoms (i.e. fever, cough, body aches)
 - ✓ your physician will instruct you on what to do
 - ✓ do not "drop in" for evaluation at your physician's office

2) INVESTIGATE

- a. For Physicians
 - ✓ encourage your patients to discuss symptoms with you on the phone or by text, email, facetime or other telemodality instead of going to your office if they have an acute respiratory illness
 - ✓ if patient presents to your office with respiratory symptoms, they should be given an isolation/surgical mask
 - ✓ assess for fever or sign/symptoms of lower respiratory illness (e.g. cough or shortness of breath)
 - ✓ assess for epidemiologic risk for COVID-19:
 - Close contact with a laboratory-confirmed COVID-19 patient within 14 days of symptom onset
 - OR
 - History of travel from affected geographic areas (China, Iran, Italy, Japan & South Korea)

3) INITIATE

- a. For patients who meet clinical features and epidemiologic risk criteria for PUI (patient under investigation) for COVID-19
 - i. If patient is stable (i.e. does not need acute care)
 - ✓ Have the patient stay at home and self-monitor
 - ✓ Physician should contact public health department
 - Pasadena DPH: 626-744-6089 or 626-744-6089 (after hours)
 - LAC DPH ACDC: 213-240-7941 or 213-974-1234 (after hours)
 - ii. If patient needs acute care at a hospital
 - ✓ Instruct patient to go to the emergency room with an isolation/surgical mask
 - ✓ BEFORE the patient arrives in the ED, physician should call the ED charge nurse and notify them of possible case of COVID-19
 - ✓ The ED will then be prepared to initiate the appropriate screening and perhaps testing. The ED physician will communicate with the hospital Infection Prevention and Control Department and/or the Public Health Department. The ED physician will also update the PCP.