Call comes in to Triage Line

Life Threatening Symptoms?

Yes

Call 911

No

Do you have any of the following:
1. Fever
2. Cough
3. Shortness of Breath

AND/OR

Close contact* to someone with COVID-19
Or suspected COVID-19

Short of breath or severe acute illness suspected

Go to the nearest Emergency Department

1. Please continue to manage at home and call your primary care provider as needed
2. Provide education to caller regarding preventative measures:
   - Hand washing with soap and water for at least 20 seconds
   - Use hand sanitizer with at least 60% alcohol
   - Avoid close contact with sick people
   - Put distance between yourself and others
   - Do not touch eyes, nose, or mouth
   - Stay home if you are sick unless you need medical care
3. If child has fever, treat with over the counter medications and read the instructions on the container to see if it is appropriate for your child

*Close Contact = within 6 feet to a person with confirmed or suspected coronavirus or direct contact with secretions

1. Pediatrics: Caregiver can make an appointment with the child’s PCP
   OR
   Schedule a telehealth visit (available 09:00-21:00) with an ACH provider RN to transfer caller to 54100 to make a Telehealth appointment

2. Adults: Go to the UAMS health now (https://news.uams.edu/2020/03/10/uams-healthnow-to-provide-free-online-screening-for-covid-19/)

If PCP calls triage line and asks for testing protocol, direct them to call the:
Arkansas Department of Health: 1-800-803-7847 from 8A-4:30P or
Arkansas Department of Health after hours urgent care: 501-661-2136

Last updated 3-16-2020
Take steps to protect yourself

Clean your hands often
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact
- Avoid close contact with people who are sick
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

Take steps to protect others

Stay home if you’re sick
- Stay home if you are sick, except to get medical care. Learn what to do if you are sick.

Cover coughs and sneezes
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Go to this website for environmental cleaning instructions: