"Do you have cough, cold, flu or sore throat symptoms?"
NO "ASYMPTOMATIC"
YES "SYMPTOMATIC"
RED STREAM
Book VIRTUAL: Nurse Triage Pod OR Urgent Care/RTI Doc
"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
Decontaminate room between each use
Pt Text RTI Mobile on arrival: 0273746086
"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?"
NO
YES
Have you/patient been in a Location of Interest, a border/port worker or been in an area with recent outbreak?
YES
NO
AMBER STREAM
"Would you like a VIRTUAL appt?"
YES
Book VIRTUAL
NO
"Do you need an appt today?"
YES
Book Pod Triage or Urgent Care
NO
Book F2F
"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
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
GREEN STREAM
"Would you like a virtual appt?"
YES
Book VIRTUAL
NO
"Do you need an appt today?"
YES
Book Pod Triage or Urgent Care
NO
Book F2F
"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"
*Please mark all appts as "GREEN", "AMBER" or "RED" in 'note' when booking.