

UPPER RESPIRATORY TRACT INFECTION PHONE TRIAGE FORM

Please review the following questions with your patient.
Check the box if information is confirmed or task performed.

How long has the patient been ill? _____

High-risk population (see Section E)

Section A: Does the patient have the flu?

Symptoms of influenza:

- Symptoms come on suddenly?
- Feeling feverish or chills, or having a fever of greater than 100.04°F/37.8°C?
- Coughing?
- Fatigue or tired?
- Chest discomfort from coughing?
- Severe muscle aches?
- Headache?

Section B: Is the patient critically ill?

- Difficulty breathing?
- Pain or pressure in the chest or abdomen?
- Sudden dizziness?
- Confusion?
- Severe or persistent vomiting?
- Unable to drink enough fluids? Decreased urine output?
- Worsening fever?

If the patient has any of the above symptoms, after discussing with _____, recommend the patient be seen in the office, urgent care center, ER.

Section C: Treatment:

If the patient is not critically ill, consider antiviral treatment if symptoms have been present for less than 48 hours or the patient belongs in a high-risk group.

- Newborn or older: Oseltamivir (Tamiflu®), sent to the pharmacy.
- Age 7 or older: Zanamivir (Relenza®) – Avoid in patients with chronic lung disease. Two inhalations twice daily for five days, sent to the pharmacy.
- Adult:
 - Oseltamivir (Tamiflu®) 75 mg every 12 hours for five days, sent to the pharmacy. Dosage adjusted for renal impairment.
 - Zanamivir (Relenza®) – Avoid in patients with chronic lung disease. Two inhalations twice daily for five days, sent to the pharmacy.

Section D: Education:

Antiviral treatment:

- The patient was informed antiviral treatment could improve symptoms, shorten the duration of illness by one to two days, and may reduce the risk of complications.
- Side effects of treatment (nausea, vomiting, headache) discussed. GI side effects decrease when taken with food.
- Patient instructed to call if symptoms worsen.
- Patient desires to be seen and has made an appointment for the following date and time: _____

If the patient does not need or want to be seen, provide the following information. The patient is advised to do the following:

- Stay home and rest.
- Drink water and fluids.
- Take fever reducers as directed.
- Call if symptoms have not improved or worsened within 48 hours.
- Watch for warning symptoms such as the following: Difficulty breathing. Pain or pressure in the chest or abdomen. Sudden dizziness. Confusion. Severe or persistent vomiting. Unable to drink enough fluids. Decreased urine output. Worsening fever.

Patient has a concern about influenza and is informed:

- There are many different types of viruses that cause influenza such as H1N1/swine flu.
- It typically takes one to four days after exposure to become sick.
- The infected person is usually contagious from one day before the onset of illness to seven days after. Younger children may be contagious for a longer period.
- Fever usually declines after two to three days and disappears by the sixth day.
- Cough, weakness, and fatigue can persist for one to two weeks and up to six weeks.
- Anti-influenza treatments are effective only if started early, within 48 hours after the onset of symptoms. They can prevent serious complications from influenza.
- Antibiotics do not benefit most people with influenza but are sometimes needed to treat secondary infections.
- Patients with complications from influenza may get hospitalized, and sometime die. The risk of complication increases for those at high risk.

continued ►



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Criteria for returning to work or school:

- Non-health-care workers must remain isolated until 24 hours after fever is gone and they are no longer on any treatment that can reduce fever (acetaminophen, ibuprofen).
- Health care workers must remain isolated for seven days from onset of symptoms or until the resolution of symptoms, whichever is longer.
- Patient agrees with the above and expresses understanding.

Section E: Groups at high risk for influenza

(This can be done during chart review before talking to the patient):

- Age 5 or younger?
- Age 19 or younger and taking aspirin?
- Age 65 or older?
- Pregnant or two weeks after pregnancy?
- Breastfeeding?
- Using home oxygen?
- Native American?
- Alaska Native?
- Mentally challenged?
- History of an organ transplant?
- Taking antirejection treatment?
- Taking prednisone/steroid/immunosuppressive treatment?

Is the patient living in a:

- Nursing home/assisted living facility/group home?
- Rehabilitation facility?

Does the patient have any of these chronic conditions?

- Cancer
- Diabetes
- Heart disease/congenital heart disease/congestive heart failure/coronary artery disease
- Hematological disorder/sickle cell disease
- HIV/AIDS
- Kidney failure/dialysis patient
- Liver disease/cirrhosis
- Lung disease/asthma/COPD/cystic fibrosis/emphysema/
- Metabolic disorders/inherited metabolic disorders/mitochondrial disorders
- Neurological disorder/neurodevelopmental conditions/seizure/stroke
- Obesity, morbid/BMI 40 or higher