

UPPER RESPIRATORY TRACT INFECTION TELEPHONE TRIAGE FORM

Patient name: _____

Date: _____ Time: _____

Telephone number: _____ Age: _____

Please review the following questions with your patient.
Circle yes (Y) or no (N).

If the patient answers "yes" to the following questions, there is an 80 percent chance the patient has influenza.

- Y / N Did the symptoms come on suddenly?
Y / N Do you have a fever of greater than 100.4°F/38°C?
Y / N Are you very tired?
Y / N Do you have a sore throat?
Y / N Do you have a dry cough?

If the patient answers "yes" to the following questions, please discuss the possibility of influenza with the patient.

- Y / N Are you abnormally short of breath?
Y / N Are you wheezing?
Y / N Do you have a severe headache?
Y / N Do you have muscle aches?
Y / N Do you have diarrhea?
Y / N Do you have difficulty:
 Sitting?
 Walking?
 Drinking?

Groups at high risk for influenza:

- Y / N Is the patient 5 years old or younger?
Y / N Is the patient 19 years old or younger and taking aspirin?
Y / N Is the patient 65 years old or older?
Y / N Is the patient pregnant or breast-feeding?
Y / N Does the patient use home oxygen?
Y / N Is the patient mentally challenged?
Y / N Does the patient have a history of an organ transplant?
Y / N Is the patient taking anti-rejection treatment?
Y / N Is the patient taking prednisone/steroid/immunosuppressive treatment?
Y / N Is the patient living in a:
 Nursing home/assisted living facility/group home?
 Rehabilitation facility?
Y / N Does the patient have any of these chronic conditions?
 Heart disease/congestive heart failure
 Lung disease/COPD/emphysema/asthma
 Liver disease/cirrhosis
 Neurological disorder/seizure/stroke
 Kidney failure/dialysis patient
 Diabetes
 Hematological disorder/sickle cell disease
 HIV

Consider anti-viral treatment if symptoms have been present less than 48 hours and the patient belongs in a high-risk group.

- Adult: Tamiflu 75 mg every 12 hours for 5 days has been called in.
 Age 7 or older: Relenza 5 mg oral inhalation, two puffs twice a day for 5 days has been called in.
 Side effects of treatment discussed.
 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.

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 worsen within 48 hours.

Patient is advised to watch for warning signs 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 concern about influenza/H1N1 and is informed:

- Influenza is caused by a number of different types of influenza viruses such as H1N1/swine flu.
- It typically takes 1 to 4 days after exposure to become sick.
- The infected person is usually contagious from 1 day before the onset of illness to 7 days after they become sick. Younger children may be contagious for a longer period.
- Fever usually declines after 2 to 3 days and normally disappears by the sixth day.
- Cough, weakness and fatigue can persist for 1 to 2 weeks and up to 6 weeks.
- Anti-influenza treatments are effective only if started early, within 48 hours after the onset of symptoms.
- Antibiotics do not benefit most people with influenza but are sometimes needed to treat secondary infections.

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.
 Patient agrees with the above and expresses understanding.