



# COVID-19 Telephone assessment and testing pathway for patients who phone general practice and healthcare settings other than receiving hospitals



Perform assessment over the phone

Recent onset of fever or chills and/or symptoms of respiratory tract infection, which includes cough.

Clinical judgement should be employed when assessing these criteria.  
Clinicians should be alert to the possibility of atypical presentations in patients who are immunocompromised.

Criteria not met

COVID-19 UNLIKELY  
Proceed as clinically indicated

Meets criteria

- Arrange COVID-19 testing using **Healthlink**.
- If you do not currently have access to Healthlink, click here to apply: <https://www.healthlink.ie/ApplyTo/applicationform.asp>
- Unless assessment at hospital is indicated, advise the patient to self isolate at home, **pending results and symptom resolution**. Refer to the information leaflet on [self isolation at home](#), which gives full details.
- Advise the patient who to contact if their symptoms are worsening, including out-of-hours.
- Provide result of SARS-CoV-2 testing to patient when result is available.