Figure 1. Clinical decision algorithm to guide care advice messages

INTERIM COVID-19 Phone Advice Line

**Ill or caring for someone ill?**
- **Yes** Collect needed demographics including age and gender of patient
- **No** Provide education

**Assess for life-threatening conditions (<2 years)**
- Extremely fast or shallow breathing
- Blue-colored lips or face
- Not waking up or interacting when awake
- So irritable that child doesn’t want to be held
- Seizures
- Other conditions as per your center’s protocol

**Assess for life-threatening conditions (≥ 2 years)**
- Extreme difficulty breathing (can’t talk without gasping for air)
- Blue-colored lips or face
- Severe or persistent pain or pressure in the chest
- Severe constant dizziness or lightheadedness
- Acting confused or unable to wake up
- Slurred speech (new or worsening)
- New onset seizure or seizures that won’t stop
- Other conditions as per your center’s protocol

**Seek evaluation by an outpatient medical provider as soon as possible. (Triage tool not intended for children <2 years).**

**Dispositions:**
- **Urgent medical attention is needed/Go to the ED**
  - Severe shortness of breath; or
  - Hemoptysis; or
  - Signs of low blood pressure; or
  - Dehydration (only age 2-4); or
  - Retractions (only age 2-4)

**Call a provider within 24 hours**
- Any non-severe shortness of breath; or
- Fever + ≥1 comorbidity; or
- Cough + ≥1 comorbidity
  (Encourage tele-health options)

**Contact facility occupational health provider immediately**
- Healthcare personnel, and
- Any non-severe shortness of breath; or
- Fever; or
- Any respiratory symptom

**Contact LTC facility healthcare provider to be seen**
- Live in a nursing home/LTC facility and
- Any non-severe shortness of breath; or
- Fever; or
- Cough

**Stay at home, call provider if you get worse**
- Fever + no comorbidity; or
- Cough + no comorbidity; or
- Any other symptom, regardless of comorbidity
  (Encourage tele-health options)

**Provide education**
- No symptoms/not sick