

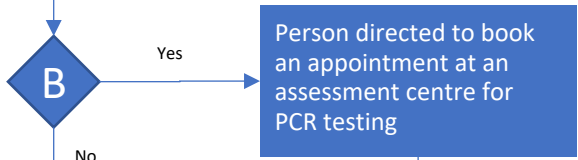
Pathway for people experiencing COVID-19 symptoms

A) Does the person have severe symptoms?
 Severe symptoms include:

- Severe difficulty breathing
- Severe chest pain
- Feeling confused
- Losing consciousness



B) Is the person eligible for PCR COVID-19 testing based on provincial guidelines?

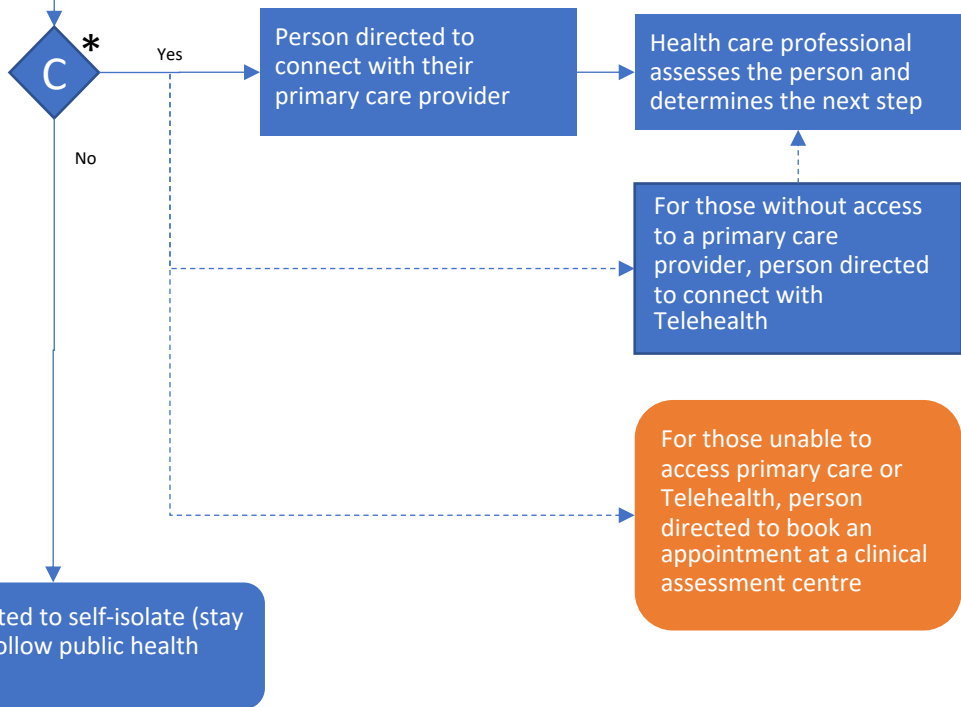


C) Does the person need help monitoring their health* or have worsening symptoms/patterns of symptoms?

***People who are at higher risk of severe disease need to be assessed by an appropriate health care professional (e.g. physician or nurse practitioner) within 24 hours.** The risk for severe disease as outlined by the clinical practice guidelines from the COVID-19 Science Advisory Table ([version 7](#)).

Worsening symptoms or patterns of symptoms including the following (see CEP guidance for further guidance):

- New or worse trouble breathing
- Symptoms that have improved but then become worse
- Severe dehydration, such as: having a very dry mouth, passing only a little urine, feeling very lightheaded
- Other worsening symptoms that requires in-person assessment



D) Next step is based on clinical assessment

Person monitored at home by primary care provider

When determining whether a patient can be safely monitored at home, primary care provider should consider:

- Symptoms or patterns of symptoms
- Underlying illness or risk factors
- Their ability to monitor remotely

Person directed to book an appointment at a clinical assessment centre

Primary care providers should refer patients to the appropriate clinical assessment centre following the CEP guidance.

Person directed to call 911 or go directly to an emergency department

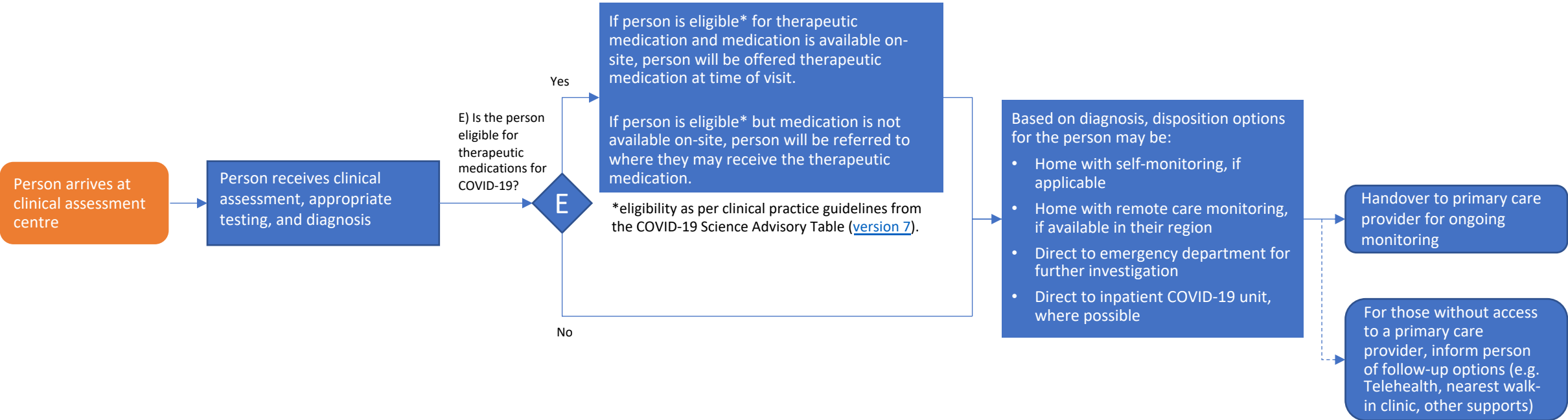
Primary care providers should continue to refer patients to the appropriate emergency department if they are experiencing one or more of the following symptoms:

- Severe difficulty breathing
- Severe chest pain
- Feeling confused or unsure of where they are
- Losing consciousness

For those unable to access primary care or Telehealth, person directed to book an appointment at a clinical assessment centre

For those without access to a primary care provider, person directed to connect with Telehealth

Pathway for people receiving services at a clinical assessment centre



Person arrives at clinical assessment centre

Person receives clinical assessment, appropriate testing, and diagnosis

Yes

E

No

If person is eligible* for therapeutic medication and medication is available on-site, person will be offered therapeutic medication at time of visit.

If person is eligible* but medication is not available on-site, person will be referred to where they may receive the therapeutic medication.

*eligibility as per clinical practice guidelines from the COVID-19 Science Advisory Table ([version 7](#)).

Based on diagnosis, disposition options for the person may be:

- Home with self-monitoring, if applicable
- Home with remote care monitoring, if available in their region
- Direct to emergency department for further investigation
- Direct to inpatient COVID-19 unit, where possible

Handover to primary care provider for ongoing monitoring

For those without access to a primary care provider, inform person of follow-up options (e.g. Telehealth, nearest walk-in clinic, other supports)