

Checklist and Monitoring Tool for Triage of Suspected COVID-19 Cases in Non-US Healthcare Settings

Facility name and type: _____

Date: _____

Assessor's name: _____

Assessor's Role: _____

Purpose: To assess the triage process (early identification and separation of patients likely to be infected with SARS-CoV-2, the virus that causes COVID-19) at healthcare facilities (HCFs) in non-US settings to help prevent spread of COVID-19 to patients and healthcare workers (HCWs). This tool can also be used to monitor progress of implementing critical components of triage at HCFs.

Instructions:

- Check **Yes** or **No** for each item and report items marked **No** to healthcare facility contact person at the end of each assessment.
- Provide numbers and total numbers in the **#** and **Total #** columns for monitoring purposes.
- Calculate percentages for the **%** column by dividing **#** by **Total #** and multiplying by 100.
- Cells shadowed in gray color should be left blank.

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
General							
1. A facility phone number for patients to call in before presenting to the facility is available						<i>Observe if facility phone number or hotline is available. This should be a different phone number from any national hotlines.</i>	
2. All entrances have signs directing patients with respiratory symptoms to proceed directly to the registration desk						<i>Identify all entrances to ensure that visual signs are posted. Provide # of entrances with signs and total # of assessed entrances in (#) and (Total #) columns.</i>	
3. Signs on respiratory hygiene and cough etiquette are posted at all entrances, waiting areas and by the elevators.						<i>Provide # of entrances with signs and total # of assessed entrances in (#) and (Total #) columns.</i>	
4. Hand hygiene (HH) stations available at all entrances						<i>Preferably alcohol-based hand rub (ABHR) or sink/bucket system with soap and water. Provide # of entrances with HH stations and total # of assessed entrances in (#) and (Total #) columns.</i>	
Triage area							

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
1. Separate registration desk for patients coming in with respiratory symptoms is available							
2. Triage area has:							
a. Physical barrier between staff and patients (e.g., plastic/glass window)						Observe if a physical barrier is available at registration desks. If Yes, provide # of registration desks with the physical barrier and total # of assessed desks in (#) and (Total #) columns.	
b. Triage algorithm/questionnaire						Observe if the triage algorithm/questionnaire is available at registration desks. If Yes, provide # of desks with the algorithm/questionnaire and total # of assessed desks in (#) and (Total #) columns.	
c. Face masks for patients with respiratory symptoms						Observe if face masks are available at registration desks. If Yes, provide # of desks with face masks and total # of assessed desks in (#) and (Total #) columns.	
d. Paper tissue for patients with respiratory symptoms						Observe if paper tissues available at registration desks. If Yes, provide # of desks with paper tissues and total # of assessed desks in (#) and (Total #) columns.	
e. Hand hygiene station						Observe availability of ABHR or sink/bucket system with soap and water. If Yes, provide # of functional hand hygiene stations in triage area and total # of assessed stations in (#) and (Total #) columns.	
f. Trash bin with lid						Observe if trash bins with lids are available at registration desks.	

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
						<i>If Yes, provide # of desks with trash bins with lids available and total # of assessed desks in (#) and (Total #) columns.</i>	
3. Dedicated clinical staff assigned for triage						<i>Check staff logbooks/duty roster or any other record that documents staff assignment.</i>	
4. Dedicated clinical staff are trained on triage procedures and COVID-19 symptoms						<i>Ask responsible officer. If Yes, provide # of trained and total # of clinical staff in triage in (#) and (Total #) columns.</i>	
5. Area cleaned and disinfected twice a day						<i>Ask cleaning staff how often they clean the area.</i>	
6. Area cleaned and disinfected using 0.1% chlorine or 70% alcohol						<i>Ask cleaning staff and observe what they use for cleaning and disinfection.</i>	
<i>“Respiratory waiting area”</i>							
1. Single rooms with doors are available						<i>Observe.</i>	
If single rooms are not available, separate area for patients presenting with acute respiratory symptoms is available						<i>Observe if there is separate area serving as “respiratory waiting area.”</i>	
2. Area is well ventilated						<i>Observe. Look for open windows and closed door or outside area.</i>	
3. <i>“Respiratory waiting area” has:</i>							
a. Signage indicating “respiratory waiting area”						<i>Observe.</i>	
b. Signage on respiratory hygiene and cough etiquette is posted in the “respiratory” waiting area						<i>Observe.</i>	
c. Chairs or benches separated by at least 1 m						<i>Observe.</i>	
d. Paper tissues						<i>Observe.</i>	
e. Hand hygiene station						<i>Preferably ABHR or sink/bucket system with soap and water.</i>	
f. Trash bin with lid						<i>Observe.</i>	
g. Dedicated toilet						<i>Observe.</i>	

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
4. Patients are separated from each other by at least 1 m						Observe patient placement.	
5. Area cleaned and disinfected twice a day						Ask cleaning staff how often they clean the area.	
6. Area cleaned and disinfected using 0.1% chlorine or 70% alcohol						Ask cleaning staff and observe what is used for cleaning and disinfection.	
Triage process							
1. Every patient is evaluated for respiratory symptoms						Observe. If No, provide # of patients evaluated for respiratory symptoms and total # of observed patients in (#) and (Total #) columns. Duration of the observation can vary depending on the availability of assessor time.	
2. Triage staff use triage algorithm/questionnaire for every patient						Observe. If No, provide # of patients evaluated using algorithm/questionnaire and total # of observed patients in (#) and (Total #) columns. Duration of the observation can vary depending on the availability of time assessor time.	
3. Every patient with respiratory symptoms is wearing a face mask (or an alternative)						Observe. If No, provide # of patients wearing a face mask (or an alternative) and total # of observed patients in (#) and (Total #) columns. Duration of the observation can vary depending on the availability of assessor time.	
4. Every patient that meets COVID-19 suspect case definition is immediately isolated/separated into "respiratory waiting area"						Observe or question triage personnel if triage volume is low. If No, provide # of patients isolated/separated into "respiratory waiting area" and total # of observed patients who met case definition in (#) and (Total #) columns. Duration of the observation can vary depending on the availability of assessor time.	

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
5. Facility has a policy to limit family members accompanying patients to the "respiratory waiting area"						Ask to see the facility's policy limiting family members to the "respiratory waiting area."	
Personal Protective Equipment (PPE)							
1. Availability of PPE:							
a. Face masks are available						Refers to medical mask and not cloth face covering. See the stock room, donning and doffing areas.	
b. Eye protection is available						See the stock room, donning and doffing areas.	
c. Gowns are available						See the stock room, donning and doffing areas.	
d. Gloves are available						See the stock room, donning and doffing areas.	
e. Heavy duty gloves are available						See the stock room, donning and doffing areas.	
f. Boots are available						See the stock room, donning and doffing areas.	
2. Staff are trained on proper PPE use, including donning and doffing						Ask staff and, check training logbooks if available. If Yes, provide # of triage staff trained on proper PPE use and total # of all staff in (#) and (Total #) columns.	
3. Separate PPE donning and doffing areas are available						Observe. Donning and doffing areas should be separate.	
4. Donning and doffing posters (or job aids) available in PPE donning and doffing areas						Observe. If Yes, provide # of donning and doffing areas with posters and total # of observed donning and doffing areas in (#) and (Total #) columns.	
5. Hand hygiene stations available in PPE donning and doffing areas						Preferably ABHR or sink/bucket system with soap. If Yes, provide # of donning and doffing areas with hand hygiene station and total # of observed donning and doffing area in (#) and (Total #) columns.	
6. HCWs conducting physical evaluations of patients with respiratory symptoms wear:*							

	Yes	No	#	Total #	%	Assessor Guidance	Assessor Comments
a. Face mask						<i>Provide # of observed staff wearing facemask and total # of staffs observed in (#) and (Total #) columns.</i>	
b. Eye protection (face shield or goggles)						<i>Provide # of observed staff wearing eye protection and total # of staffs observed in (#) and (Total #) columns.</i>	
c. Gloves						<i>Provide # of observed staff wearing gloves and total # of staffs observed in (#) and (Total #) columns.</i>	
d. Gown						<i>Provide # of observed staff wearing gowns and total # of staffs observed in (#) and (Total #) columns.</i>	
7. Environmental service staff in triage, waiting, and examination areas wear:*							
a. Face mask						<i>Provide # of observed staff wearing face mask and total # of staffs observed in (#) and (Total #) columns.</i>	
b. Eye protection (if risk of splash from organic material or chemical)						<i>Provide # of observed staff wearing eye protection and total # of staffs observed in (#) and (Total #) columns.</i>	
c. Heavy duty gloves						<i>Provide # of observed staff wearing heavy duty gloves and total # of staffs observed in (#) and (Total #) columns.</i>	
d. Gown						<i>Provide # of observed staff wearing gowns and total # of staffs observed in (#) and (Total #) columns.</i>	
e. Closed-toe shoes or boots						<i>Boots can be worn if muddy conditions. Provide # of observed staff wearing closed-toe shoes and total # of staffs observed in (#) and (Total #) columns.</i>	

*If possible, complete these sections of the checklist when patients with respiratory symptoms are being evaluated and when environmental service staff are performing environmental cleaning activities. If not possible, leave blank and question staff on what PPE would be worn during these activities.