# COVID-19 Client Triage Tool: WI Balance of State COC

The WIBOS has adopted a triage-screening tool to assist their shelters and housing programs modify shelter management strategies in light of the emerging COVID-19 concerns. The triage-screening tool focuses on reorganizing the intake workflow to effectively identify symptomatic and asymptomatic people entering congregate sites. The CDC has advised congregate programs to practice social distancing to the maximum extent possible for people who exhibit symptoms.

The questions on the triage-screening tool are self-reported answers except for the question regarding whether a person has a fever. As best practice, if the temperature is 100.4 or above, the person does have a fever and ‘YES’ should be marked on the screening tool. Shelters were recommended to have infrared thermometers and N-95 surgical masks on hand. Infrared thermometers allow staff to check temperatures without person-to-person contact.

Adapting and implementing this tool requires local coalitions and local public health authorities to fully understand the resources required to allow programs to separate symptomatic and asymptomatic households. From initial design, to implementation procedure, messaging to clients, and the community – each element should be carefully documented to minimize anxiety and confusion at each step.

Different approaches to social isolation such as reorganizing an existing shelter floor plan, utilizing separate quarantine facilities, and/or accessing individual motel rooms should be examined. Local Coalitions and agencies should consider resource constraints in their communities and adopt strategies that meet local needs and are clearly supported by local public health leaders.

**COVID-19 Shelter Client Triage Screening Tool**

Become familiar with symptoms of COVID-19 and how they differ from the Flu and allergies.

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| --- | --- | --- |
| **COVID-19** | **FLU** | **ALLERGIES** |
| * Fever * Cough * Shortness of Breath   (Symptoms occur 2 – 14 days after exposure) | * Fever * Cough * Sore Throat * Headaches * Body, Muscle Aches * Runny, Stuffy Nose * Fatigue | * Sneezing, Coughing * Runny Nose, Scratchy Throat * Itchy, Red Watery Eyes |

NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Birth:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Gender:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you have a fever? \_\_\_ Yes \_\_\_ No
2. Do you have a cough? \_\_\_ Yes \_\_\_ No
3. Are you experiencing shortness of breath? \_\_\_ Yes \_\_\_ No

If client answers yes to Questions 1-3, they should be masked and isolated.

1. What is your age? \_\_\_\_\_\_\_\_\_

If client answers yes to Question 1-3 and are over 55, they should be transported to the hospital for testing.

1. Do you have diabetes, heart disease, high blood pressure, lung disease or any immunosuppressant illnesses? Please specify. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If client answers yes to 1-3 and has any illness listed for 5, they should contact the local hospital for testing.

If you have questions or immediate needs related to COVID-19, you can:

* Call your local public health facility: Please add local information
* Text COVID19 to 211-211,
* Visit [211Wisconsin.org,](https://211wisconsin.communityos.org/) or
* Call 211.  
  Call volumes are high, please be patient and try to use the text or online options first.

Also, please consider the following:

* Identify and regularly monitor clients (and staff) who could be at high risk for complications (those who are older, have underlying health conditions like heart disease, diabetes, high blood pressure, lung disease or who are immune compromised).
* Determine if the client is a smoker and has a regular routine cough which may allow you to rule out the possibility of a virus if that is the only symptom.
* Should the client screen positive for these symptoms, it does not mean that they have the COVID-19 virus. They could have another type of flu or a common cold. They should be provided with a mask and be isolated from other clients. It their symptoms are severe and they have other underlying conditions, call 911.

Be advised that the following severe symptoms should be addressed immediately, Call 911:

* Extremely difficult breathing (not being able to speak without gasping for air)
* Bluish lips or face
* Persistent pain or pressure in the chest
* Severe persistent dizziness or lightheadedness
* New confusion, or inability to arouse
* New seizure or seizures that won’t stop