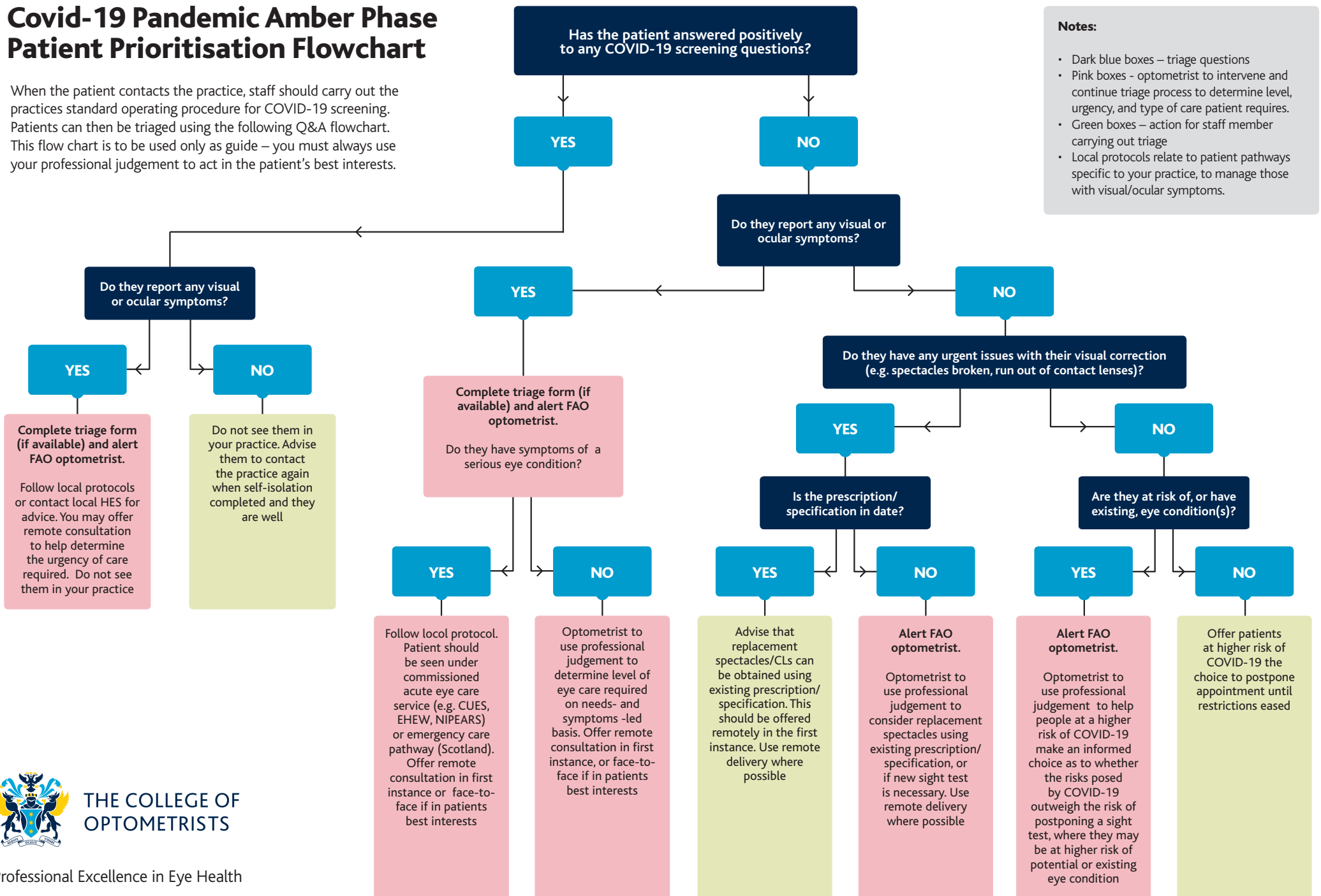


Covid-19 Pandemic Amber Phase Patient Prioritisation Flowchart

When the patient contacts the practice, staff should carry out the practice's standard operating procedure for COVID-19 screening. Patients can then be triaged using the following Q&A flowchart. This flowchart is to be used only as a guide – you must always use your professional judgement to act in the patient's best interests.



Notes:

- Dark blue boxes – triage questions
- Pink boxes - optometrist to intervene and continue triage process to determine level, urgency, and type of care patient requires.
- Green boxes – action for staff member carrying out triage
- Local protocols relate to patient pathways specific to your practice, to manage those with visual/ocular symptoms.

