

Telephone triage for flu-like illness

Name of caller

Name of patient, (if different)

Look at patient medical notes to supplement the information provided by patient

Questions	Assessment Are any of the following present?
Age of the patient	>65, <65 with co-morbidity child <12 (Note –Relenza not recommended in this age group. May or may not require referral to a doctor depending on overall condition)
Pregnancy <input type="checkbox"/> Are you pregnant or breast feeding	Pregnant or unsure Breast feeding
Duration When did symptoms start?	<36 Hours >36 hours but <1 week > 1 week
Previous history / co-morbid conditions <input type="checkbox"/> Are you normally fit and well? <input type="checkbox"/> Do you have any existing medical conditions?	Any of the following conditions <input type="checkbox"/> Asthma requiring regular medication <input type="checkbox"/> COPD <input type="checkbox"/> Heart disease excluding uncomplicated hypertension <input type="checkbox"/> Immunosuppressed (treatment, illness such as asplenia or splenic dysfunction) <input type="checkbox"/> Diabetes mellitus
Prescribed medication <input type="checkbox"/> What medicines are you taking? <input type="checkbox"/> Provides an indication of history if not clearly given by patient <input type="checkbox"/> If unsure, check list of common drugs prescribed for these conditions	<input type="checkbox"/> Respiratory drugs <input type="checkbox"/> Cardiovascular drugs <input type="checkbox"/> Immunosuppressants (including anti-cancer drugs), oral corticosteroids <input type="checkbox"/> Diabetic drugs
What are the symptoms?	
Fever <input type="checkbox"/> Feeling hot? <input type="checkbox"/> Sweating, shivering?	Marked fever
Cough <input type="checkbox"/> Have you got a cough? <input type="checkbox"/> Are you coughing anything up? <input type="checkbox"/> What colour is the sputum?	Unproductive cough Productive cough, coloured sputum, blood stained

Breathlessness <input type="checkbox"/> Have you any difficulty breathing apart from nasal congestion	Breathing difficulties, chest pain
Loss of consciousness <input type="checkbox"/> Have you fainted or lost consciousness	Loss of consciousness, delirium
Rash <input type="checkbox"/> Do you have a rash anywhere on your body?	Rash
Sore throat <input type="checkbox"/> Have you any difficulty swallowing?	Difficulty swallowing
General aches and pains <input type="checkbox"/> Muscle and joint aches? <input type="checkbox"/> Headache?	Joint aches and pains Headache
Lethargy <input type="checkbox"/> Are you feeling tired and lethargic?	Lethargy, tiredness
Fluid intake <input type="checkbox"/> Are you eating or drinking anything?	Not drinking fluids. Loss of appetite
Nausea/vomiting <input type="checkbox"/> Are you feeling sick? Have you been sick?	Nausea Vomiting
Medicines already tried <input type="checkbox"/> Have you taken any pain killers or cough or cold remedies; e.g. Paracetamol, aspirin, ibuprofen	Taken: Analgesics Cold remedies NB. Caution in advising paracetamol if cold remedies have already been taken. Reinforce maximum dose

ACTION

BLUE	RED	BLACK
<p>Ask GP to prescribe zanamivir if:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Flu is circulating and <input type="checkbox"/> Patients are >65 or <65 with co-morbidity and <input type="checkbox"/> Has presented within 36 hours of onset with most of blue symptoms <p>Advise rest and fluids</p>	<p>Patients who fulfil any of the red conditions should be referred to a doctor for further advice</p>	<p>Patients in the black category do not fit the criteria for zanamivir and do not require referral to the doctor.</p> <p>Advise home care if:</p> <ul style="list-style-type: none"> <input type="checkbox"/> There are blue symptoms which suggest cold or flu <p>Advise</p> <ul style="list-style-type: none"> <input type="checkbox"/> Rest <input type="checkbox"/> Adequate fluid intake <input type="checkbox"/> Analgesics <input type="checkbox"/> Cough/cold remedies

Obtain patient agreement for the appropriate choice of action

If prescription is indicated, ask patient if they have anybody available to collect a prescription and could explain to them how to use their medication. If not, make delivery arrangements with the patient's chosen pharmacy.

Record findings, advice and actions in patient's record.