NURSE TELEPHONE TRIAGE AND MANAGEMENT OF INFLUENZA-LIKE ILLNESS

Influenza-Like Illness

Date of symptom onset:
If onset >48 hours prior patient is not a candidate for phone treatment with anti-viral Rx.

Epidemiologic Factors

- [ ] seasonal influenza immunization (2009-10 season)
- [ ] H1N1 influenza immunization (2009-2010 season)
- [ ] exposure to patients in a health care setting (as student or health care worker)
- [ ] travel outside the U.S. in the 10 days prior to onset of symptoms

If yes to recent travel, list countries. Schedule appointment if travel was to Southeast Asia and patient meets ILI criteria.

Living situation:

Name of group residence:

Criteria for ILI

Influenza-like illness is defined as fever $\geq 100^\circ F$ or $37.8^\circ C$ AND (cough and/or sore throat) in the absence of a KNOWN cause other than influenza.

Temperature:

Tmax:

Symptoms

- [ ] sore throat
- [ ] cough
- [ ] myalgia

Additional Signs and Symptoms

In addition to their clinical relevance these criteria are being tracked for epidemiologic purposes. Please indicate +/- for as many of the items as possible.

- [ ] rhinorrhea
- [ ] conjunctivitis
- [ ] nausea
- [ ] vomiting
- [ ] diarrhea
- [ ] headache

Risk Factors for Anti-Viral Treatment

If any of the answers are yes and patient has an allergy or intolerance to Tamiflu, make an appointment for patient to be seen in clinic.

Does patient have asthma, diabetes, liver disease, kidney disease, other chronic medical condition or immunosuppression?

<table>
<thead>
<tr>
<th></th>
<th>no</th>
<th>yes</th>
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</thead>
<tbody>
<tr>
<td>Is patient pregnant?</td>
<td>no</td>
<td>yes</td>
</tr>
<tr>
<td>Is patient a health care worker, volunteer or student?</td>
<td>no</td>
<td>yes</td>
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Indications for Appointment

If any are positive make an appointment with a provider. Send this note to that provider when it is signed.

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Patient 1012.0 or >100.0 for more than 3 days
- moderate or severe chest pain
- significant difficulty breathing or shortness of breath at rest
- severe headache, confusion, dizziness or seizure
- severe or persistent vomiting or diarrhea

- flu-like symptoms improving and then return of fever or worsening symptoms
- patient requests appointment

Enter text here:

Post-Exposure Prophylaxis
Influenza-like illness is defined as fever >100°F or 37.8°C AND (cough and/or sore throat) in the absence of a known cause other than influenza.
- DxILI INFLUENZA-LIKE ILLNESS
- DxINFLUENZA EXPOSURE
- DxUPPER RESPIRATORY INFECTION
- DxVIRAL RESPIRATORY INFECTION, ACUTE

- DxNO DIAGNOSIS

Enter text here:

Encounter Code
Select Nurse Phone Encounter (no appointment) EM Code if this phone encounter was not related to a clinic visit in the past 7 days and an appointment was not made for the next 24 hours/next available. If there was a recent appointment for a related problem or the patient requires an appointment, choose the third code.
- E&M NURSE PHONE ENCOUNTER (5-10 MIN., NO APPOINTMENT)
- E&M NURSE PHONE ENCOUNTER (11-20 MIN., NO APPOINTMENT)
- E&M NURSE PHONE ENCOUNTER (R/T RECENT APPT. OR APPT. MADE)

Triage for H1N1 Influenza
- appointment made in the primary care clinic
- meets criteria for treatment with anti-viral and self-care

Enter text here:

Antiviral Therapy
At this point, anti-viral Rx is not being prescribed over the phone.

Symptom Management and Infection Control
- encouraged to increase fluid (including electrolyte solution such as Gatorade)
- adequate rest
- frequent handwashing, cover mouth with sleeve when coughing
- home isolate until 24 hours after fever has resolved

Enter text here:

OCT Medication
- analgesic (e.g. acetaminophen, ibuprofen, naproxen)
- cough medicine (e.g. dextromethorphan)
- decongestant (e.g. pseudoephedrine)

Enter text here:

Patient Education
- instructed to call if worse, T>102, not improving or short of breath
- secure message sent to patient (IUH Web Links to Pt Ed)

Enter text here:

Follow-up
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advised to call back if worse, dyspnea, chest pain
appointment made

Enter text here