

COVID-19 Client Triage Tool: Memphis/Shelby County, TN

Community Alliance for the Homeless, Memphis/Shelby County Continuum of Care (CoC) Lead Agency, developed a triage-screening tool to assist 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. Different approaches to social isolation such as reorganizing an existing shelter floor plan, utilizing separate quarantine facilities, and/or accessing individual/separate rooms should be examined.

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

COMPLETE TRIAGE TOOL (REVERSE SIDE) BEFORE MAKING ANY DECISIONS FOR THE CLIENT/INDIVIDUAL

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 immunocompromised).
- 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.

Be advised that the following severe symptoms should be addressed immediately, by calling 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

For additional information about COVID-19 in Memphis, call the Shelby County Health Department's COVID-19 Call Center at **833-943-1658**.

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

COVID-19	FLU	ALLERGIES
<ul style="list-style-type: none">○ Fever○ Cough○ Shortness of Breath <p>(Symptoms occur 2 – 14 days after exposure)</p>	<ul style="list-style-type: none">○ Fever○ Cough○ Sore Throat○ Headaches○ Body, Muscle Aches○ Runny, Stuffy Nose○ Fatigue	<ul style="list-style-type: none">○ Sneezing, Coughing○ Runny Nose, Scratchy Throat○ Itchy, Red Watery Eyes

COVID-19 Shelter Client Triage Screening Tool

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 (if possible) and isolated.

4. What is your age? _____

If client answers yes to Question 1-3 and are over 55, call the Shelby County Health Department's COVID-19 Call Center at **833-943-1658**.

5. 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, call the Shelby County Health Department's COVID-19 Call Center at **833-943-1658**.