Escalation pathway – what to do

What to do when your COVID-19-positive patient requires a higher level of care





Call Triple Zero (000) or go to hospital if you have/or are:

- difficulty breathing even when moving around your home
- suddenly finding it hard to breathe or your breathing has worsened
- coughing up blood

- significant chest pain
- collapsing or fainting
- feeling cold and sweaty or have blotchy skin
- a rash
- feeling agitated, confused or very drowsy
- stop peeing or peeing much less than usual
- 02 sat 92% or less.

Please refer to HealthPathways for the latest information and advice. Where possible, referrals to hospital-managed COVID-19 services should be submitted via existing referral channels (i.e. Smart Referrals, Medical Objects, fax).



Patient appointment (in person, Telehealth or telephone)



Primary healthcare provider performs clinical assessment



Patient identified as suitable for escalation to hospital-managed **COVID-19** service



Healthcare provider phones local hospital-managed **COVID-19** service



Hospital assumes care of patient (virtual or admitted)



Send electronic patient referral via **GP Smart Referrals** / Secure Messaging / Secure Web **Transfer / Fax**



If the patient requires general advice only, advise them to phone 13 43 25 84, the National Coronavirus Helpline 1800-020-080 or visit the I have COVID-19 website.

For discharge processes, please refer to the Discharge pathway diagram.



Please check the local referral process for the hospitalmanaged COVID-19 service in your catchment area by using **HealthPathways**

Further information

National Coronavirus Helpline 1800 020 080

