Patient Journey Flowchart (page 1)

```
                          ┌─────────────────┐
                          │ Patient phone   │
                          │ call            │
                          └────────┬────────┘
                                   │
                                   ▼
┌──────────────┐   Yes   ┌──────────────────┐   No   ┌──────────────────┐
│ COVID-19     │◄────────│ Admin triage     │───────►│ See admin triage │
│ symptoms?    │         │ Is it clinical?  │        │ flow chart       │
└──────┬───────┘         │ (pages 2-3)      │        └──────────────────┘
       │                 └────────┬─────────┘
       │ Yes          No          │
       ▼                          ▼
┌──────────────┐   No    ┌──────────────────┐
│ Well?        │────────►│ Admin to add to  │
│              │         │ phone triage list│
└──────┬───────┘         └────────┬─────────┘
       │ Yes                      │
       ▼                          ▼
┌──────────────────┐     ┌──────────────────┐
│ Episode of care  │     │ Clinician phone  │
│ completed – direct│    │ assessment       │
│ to online 111 if │     │ (page 4)         │
│ further problems │     └────────┬─────────┘
│ (page 6)         │              │
└──────────────────┘              ▼
   ▲  No                  ┌──────────────────┐
   │                      │ Needs essential  │
┌──────────────┐   No  ┌──┤ core services eg.│
│ Further      │◄──────│  │ Imms (page 7)    │
│ concerns and │       │  └────────┬─────────┘
│ needs face to│  Video consultation │ Yes
│ face?        │  by same clinician  ▼
└──────┬───────┘  (page 5)     ┌──────────────────┐
       │ Yes    Not possible   │ Appointment face │
       ▼        or helpful     │ to face amber    │
┌──────────────┐  No  ┌────────┤ (page 7)         │
│ Likely       │─────►│Safe/   └──────────────────┘
│ COVID-19/    │      │able to  Yes▲
│ self-isolating/│    │attend an│
│ shielding?   │      │appointment?│
└──────┬───────┘      └────┬──────┘
       │ Yes               │ No
       ▼                   ▼
┌──────────────┐      ┌──────────┐
│ Needs urgent │      │ Home     │
│ intervention │      │ visit    │
│ during COVID-19│    └──────────┘
│ likely self- │
│ isolation period?│
└──┬────────┬──┘
 Yes        No
   │         │
   ▼         ▼
┌────────┐ ┌──────────────┐
│ Fit    │ │ Patient to   │
│ enough │ │ call back    │
│ to     │ │ once COVID-19│
│ attend │ │ unlikely/    │
│ face to│ │ completed    │
│ face   │ │ self-isolation│
│ site?  │ └──────────────┘
└─┬────┬─┘
Yes    No
 │      │
 ▼      ▼
┌──────┐ ┌──────┐
│Appt  │ │ Home │
│red   │ │ visit│
│face  │ └──────┘
│to    │
│face  │
│(pg 7)│
└──────┘
```