Doctor or RN (and any other staff accompanying) should attend to the patient wearing gloves and a surgical mask.

Establish if the patient meets the epidemiological and clinical criteria for 2019 nCoV

(see **nCoV Flowchart 2** for further details and actions for positive results)

If not, patient can be reassured and rejoin the queue with infection control at the discretion of the consulting healthcare worker

Find a doctor or RN immediately

If having difficulty call the nCoV Phone on XXXXXXXXX

Tell the doctor or RN about the patient, and where they are.

Wash your hands using soap and water or alcohol rub

Record the patients name as a ‘patient of interest’

Give the patient a surgical face mask and ask them to put it on

Move the patient to a location away from other patients

Ask the patient to stay where they are

Patient has any one of the following symptoms/complaints:

* Cough
* Shortness of breath
* Fever

Patient Has Returned from abroad within the last 4 weeks