Primary Care Providers in a community setting should:

<table>
<thead>
<tr>
<th>PREPARE</th>
<th>APPLY Routine Practices and Additional Precautions</th>
<th>ASSESS whether your practice has the capacity to safely conduct a clinical examination and collect specimens for patients at risk of having 2019-nCoV</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Capacity requirements include:</td>
<td>• Access to, and ability to safely use N95 respirators • Appropriate cleaning procedures in place</td>
</tr>
<tr>
<td></td>
<td>IMPLEMENT a process to screen patients and flag suspected cases</td>
<td></td>
</tr>
</tbody>
</table>

SCREEN PATIENTS:
- By phone (if applicable)
- At the door (via signage)
- At reception

If your practice has safety precautions* in place to manage 2019-nCoV

<table>
<thead>
<tr>
<th>EXAMINE</th>
<th>EXAMINE the patient and take a detailed history to determine if they meet the definition of “Person Under Investigation”</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEST</td>
<td>TEST: collect and submit specimens to Public Health Ontario, if you have capacity to do so, OR CONTACT the local public health unit to organize testing</td>
</tr>
<tr>
<td></td>
<td>NOTES: • Primary care providers are not required to conduct testing. • Contact Public Health Ontario to obtain approval for testing before collecting specimens.**</td>
</tr>
</tbody>
</table>

REPORT
REPORT all suspected and confirmed cases to your local Public Health Unit

* Safety precautions for the management of 2019-nCoV include: access to, and ability to safely use N95 respirators, and appropriate cleaning procedures in place
** For approval, contact PHO Laboratory’s Customer Service Centre at 416-235-6556 / 1-877-604-4567 or the After-Hours Emergency Duty Officer at 416-605-3113
## How to respond to suspected cases of 2019-nCoV in community-based practices:

<table>
<thead>
<tr>
<th>If a patient screens positive by phone</th>
<th>Your clinic has safety precautions* in place to manage 2019-nCoV</th>
<th>1. <strong>EXAMINE:</strong> You may offer to see the patient in your office for clinical assessment, examination, and testing if appropriate.</th>
</tr>
</thead>
</table>
| **AND** | Your clinic does not have safety precautions in place to manage 2019-nCoV | 1. Take a detailed history by phone  
2. Determine if the patient meets the definition of “Person Under Investigation” (PUI).  
3. **REPORT:** If the patient is a PUI, call your local public health unit to report the case, determine if testing is appropriate and (if so) determine next steps for the patient. |

| If a patient screens positive at the office | Your clinic has safety precautions* in place to manage 2019-nCoV | 1. **ISOLATE:** Mask the patient and isolate them in a room with a closed door upon arrival  
2. **EXAMINE:** Take a detailed history and perform a clinical examination to determine if the patient meets the definition of “Person Under Investigation” (PUI)  
3. **REPORT:** If the patient is a PUI, contact your local Public Health Unit to report the case and determine next steps, which could include:  
   • Testing in at your office,** at a public health location, or at the local hospital  
   • Referral to hospital*** |
|------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| **AND** | Your clinic does not have safety precautions in place to manage 2019-nCoV | 1. **ISOLATE:** Mask the patient and isolate them in a room with a closed door upon arrival  
2. **EXAMINE (OPTIONAL):**  
   • Maintain contact/droplet precautions and a 2-metre distance from the patient.  
   • Take a history and do a visual examination to determine if the patient meets the definition of “Person Under Investigation” (PUI).  
3. **REPORT:** If the patient is a PUI, contact your local Public Health Unit to report the case and determine next steps, which could include:  
   • Testing at a public health location, or at the local hospital  
   • Referral to hospital*** |

* Safety precautions for the management of 2019-nCoV include: access to, and ability to safely use N95 respirators, and appropriate cleaning procedures in place.  
** Primary care providers are not expected to conduct testing for 2019-nCoV; however they may do so if prepared and have the capacity to conduct the test and send specimens to Public Health Ontario.  
*** If patients are referred to local hospital: coordinate with the hospital, the Public Health Unit and the patient to make safe arrangements for transfer that maintains isolation of the patient.