This graphic, intended for use in a primary care setting, is based on data available in March 2020, much of which is from hospital settings in China. It will be revised as more relevant data emerges.

### Clinical characteristics

Based on 1099 hospitalised patients in Wuhan, China

- **Cough**: 69%
- **Temperature**: 37.5-38°C
- **Temperature**: >38°C
- **Fatigue**: 38%
- **Sputum**: 34%
- **Shortness of breath**: 19%
- **Muscle aches**: 15%
- **Sore throat**: 14%
- **Headache**: 14%
- **Chills**: 12%
- **Nasal congestion**: 5%
- **Nausea or vomiting**: 5%
- **Diarrhoea**: 4%
- **Any comorbidity**: 24%

### Red flags

- Severe shortness of breath at rest
- Difficulty breathing
- Pain or pressure in the chest
- Cold, clammy, or pale and mottled skin
- New confusion
- Becoming difficult to rouse
- Blue lips or face
- Little or no urine output
- Coughing up blood

Other conditions, such as:
- Neck stiffness
- Non-blanching rash

### 1 Set up

**Set up**
Prepare yourself and decide how to connect


### 2 Connect

**Connect**
Make video link if possible, otherwise call on the phone

- **Check video and audio:** Can you hear/see me?
- **Confirm the patient’s identity:** Name Date of birth
- **Check where patient is:** Where are you right now?
- **Note patient’s phone number in case connection fails:** If possible, ensure the patient has privacy

### 3 Get started

**Get started**
Quickly assess whether sick or less sick

**Rapid assessment**
If they sound or look very sick, such as too breathless to talk, go direct to key clinical questions

**Establish what the patient wants out of the consultation, such as:**
- Clinical assessment
- Reassurance
- Advice on self isolation

### 4 History

**Adapt questions to patient’s own medical history**

- **Contacts:** Close contact with known covid-19 case Immediate family member unwell Occupational risk group
- **History of current illness:** Date of first symptoms

### 5 Examination

**Assess physical and mental function as best as you can**

- **Over phone, ask carer or patient to describe:**
  - State of breathing
  - Colour of face and lips
- **Over video, look for:**
  - General demeanour
  - Skin colour

- **Check respiratory function - inability to talk in full sentences is common in severe illness**
  - How is your breathing?
  - Is it worse today than yesterday?
  - What does your breathlessness prevent you doing?

- **Temperature**
- **Pulse**
- **Peak flow**
- **Blood pressure**
- **Oxygen saturation**

- **Patient may be able to take their own measurements if they have instruments at home**

### 6 Decision and action

**Advise and arrange follow-up, taking account of local capacity**

- **Which pneumonia patients to send to hospital?**
  - **Clinical concern, such as:**
    - Temperature > 38°C
    - Respiratory rate > 20*
    - Heart rate > 100† with new confusion
    - Oxygen saturation ≤ 94%‡

- **Self management:** fluids, paracetamol
- **Arrange follow up by video:** Monitor closely if you suspect pneumonia

- **Reduce spread of virus - follow current government ‘stay at home’ advice**
- **Safety netting:** If living alone, someone to check on them

- **Maintain fluid intake - 6 to 8 glasses per day**
- **Seek immediate medical help for red flag symptoms**

- **Unwell and needs admission**
- **Ambulance protocol (999)**
- **Proactive, whole patient care**

- **Likely covid-19 but well, with mild symptoms**
- **Likely covid-19, unwell, deteriorating**

- **Relevant comorbidities**

- **Certificate**

### Disclaimer

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