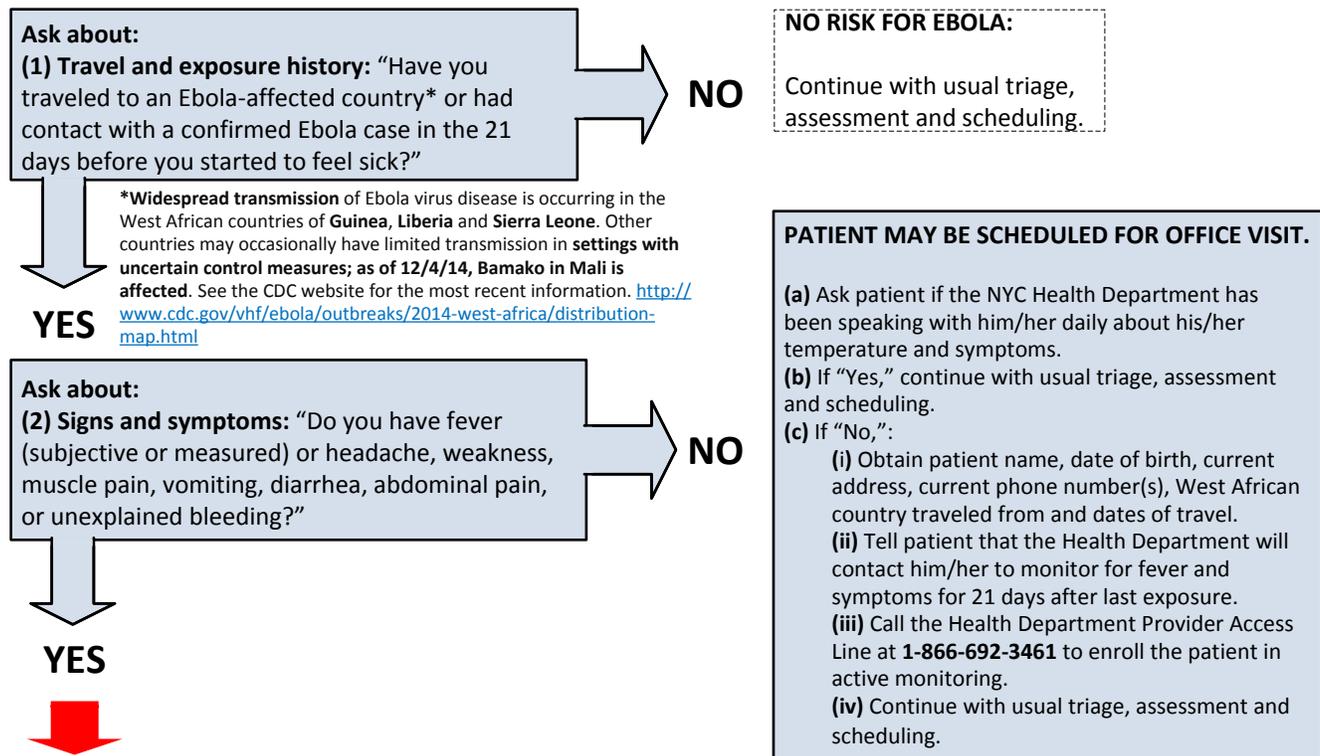


# Identifying Patients with Possible Ebola Virus Disease in Ambulatory Care Settings Telephone Triage

If patients call the office for a sick visit, and you suspect Ebola Virus Disease, take appropriate action, and tell public health authorities immediately. The vast majority of febrile patients in ambulatory settings do not have Ebola, and the risk posed by an Ebola patient with early, limited symptoms is lower than that of a patient hospitalized with severe disease. Still, because early Ebola symptoms mirror other febrile illnesses, triage and evaluation should account for the possibility of Ebola.

## Screen every patient who calls to schedule a sick visit.



## TAKE ACTION AND INFORM

**Patient may meet criteria for *Person Under Investigation for Ebola*.**

**A.)** Obtain patient name, date of birth, current address, current phone number(s), current location, date of symptom onset, West African country patient traveled from and dates of travel.

**B.)** If ***an emergency*** (patient is unstable), caller and facility should call 911. Tell EMS about illness and travel history.

**C.)** If ***not an emergency***, tell the patient the following:  
     i) Stay in current location. Do not take public transportation.  
     ii) Minimize exposure of body fluids to household members or others nearby.  
     iii) A Health Department physician will contact the patient.

**D.)** Immediately call the **Health Department Provider Access Line at 1-866-692-3461 (1-866-NYC-DOH1)** to report a patient with possible Ebola. ***Do this even if you are uncertain.***