Umbrella SHS: Telephone Interim Triage form – spring 2020 (COVID-19)

**NOTES TO ACCOMPANY FOR CLINICIAN**

The below is not exhaustive but will provide some limited guidance to patient queries and service provision. Please use clinical judgement alongside Trust advice.

* Symptomatic
  + Unless severe (as per triage form) – advise condom use and defer attendance
  + If symptoms worsen then contact Umbrella again
* Asymptomatic & STI contacts (excluding HIV with 72hrs and/or pregnant women)
  + Advise condom use and defer attendance
* Diagnosed STI (Need Rx)
  + Transfer call to Health advisers regarding treatment requirement
* PEPSE
  + PEPSE assessment to decide on appropriate management
* PrEP
  + No new PrEP patients – Existing to be transferred to PrEP team 0121 237 5741
  + New patients signpost to online resource (i.e. iwantprepnow)
* Syphilis treatment
  + Transfer call to Health advisers regarding treatment requirement
* Vaccinations
  + Advise condom use and defer attendance
* Initiate contraception
  + Access Pharmacy services and advise condom use
* Continue contraception
  + Access Pharmacy services and advise condom use
* Expired or expiring LARC
  + Access Pharmacy services (for POP/COC) and advice on condom use
* Repeat screening / incubation period testing
  + Advise condom use and defer attendance
* Skin conditions including warts & M/C
  + Advise condom use, genital skin care advice and defer attendance
* Research patient
  + Transfer telephone call to research team
* Results / Technical error -SMS
  + Provide results over phone once identity confirmed / Error – refer to H/A
* HIV care
  + Patient to contact QE - 0121 371 6954 or Heartlands HIV Dept – 0121 424 3359
* Referral / Special clinic

Pharmacy services:

* EHC
* Condoms
* COC/POP
* Chlamydia treatment

Visit: <https://umbrellahealth.co.uk/service-locator>

* + Patients will be contacted about changes to appointment
* Adult counselling & psychotherapy
  + Take a message to pass to Debbie Maiden
* YP counselling & psychosexual / ASC
  + Take a message to pass to Natasha Anderson
* Health adviser appointment
  + Transfer telephone call to Health adviser team - 75737