Primary Care Providers in a community setting should:

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

| SCREEN | 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

| EXAMINE | EXAMINE the patient and take a detailed history to determine if they meet the definition of “Person Under Investigation” |

| TEST | 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  
NOTES: • Primary care providers are not required to conduct testing.  
• Contact Public Health Ontario to obtain approval for testing before collecting specimens.** |

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

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* 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:

#### If a patient screens positive by phone

| Your clinic has safety precautions* in place to manage 2019-nCoV | 1. **EXAMINE:** You may offer to see the patient in your office for clinical assessment, examination, and testing if appropriate. |
| 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*** |
| 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*** |

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* 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.