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