**Telephone Triage during Covid-19 - Case scenarios for online learning**

A range of very useful learning and teaching resources about telephone triage and consultation from Dr Alison Hutchings, Bristol GP, Training Programme Director and OOH Fellow

**Target learners**: All primary care clinicians carrying out telephone triage and consultation. All primary care teachers and educational supervisors helping trainees and colleagues to develop skills in telephone triage.

Covid-19 means that most consultations are now being carried out remotely. This is challenging work and we will all welcome help in increasing our confidence and skills. These resources complement the SGPET series of six online tutorials about Telephone Triage from Andy Eaton

**How to use these resources:**

Alison Hutchings and colleagues have designed 6 typical case scenarios for you to use. For each you can download more written information and there is a YouTube link to a 10-15 minute discussion about each case between Alison and three GP Trainees. Each case can be considered separately. You can learn using these resources in a variety of ways

* Read case summary, think “what I would do” and then watch YouTube case discussion recording and read discussion points to get added learning
* Consider a case and its YouTube discussion with one or more colleagues to generate different approaches to common problems. It can be particularly useful to practice doing the consultation with a colleague before watching the YouTube discussion.
* Trainers and supervisors can use the resources with their learners using either of the above approaches.

Ali has prepared a useful written summary and YouTube introduction to all the cases and resources.

* Telephone Triage Case Discussions during Covid-19 ( link needed Claire)
* Introduction - YouTube link: <https://youtu.be/a64y-oEdHZQ>

**Resources:**

**Case 1 – Parental concern about a child with a fever and worries about Covid-19**

Details to enable practice consultation and case discussion

Case discussion YouTube link: <https://youtu.be/4fVidqRRdQM>

**Case 2 – Adult with Covid-19 concern with comorbidities**

Details to enable practice consultation and case discussion

Case Discussion YouTube link: <https://youtu.be/Za62l2ROif8>

**Case 3 – Relative (with medical training) concerned about partner with possible Covid-19 c**

Details to enable practice consultation and case discussion

Case Discussion YouTube link: <https://youtu.be/lUri5obH7RM>

**Case 4 – 3-year-old child with sunburn**

Details to enable practice consultation and case discussion

Case Discussion YouTube link: <https://youtu.be/x8He2K13CAs>

**Case 5 – Nursing home calling for advice about a very unwell patient.**

Details to enable practice consultation and case discussion

Case Discussion YouTube link: <https://youtu.be/3khnAy-V5KY>

**Case 6 – Deterioration 7 days and more after onset of Covid-19 symptoms.**

Details to enable practice consultation and case discussion

Case Discussion YouTube link: <https://youtu.be/43hgrYO_lYY>