



BRUHAT BENGALURU MAHANAGARA PALIKE

No: CCOM/PSR/65/2020-21

Bruhat Mahanagara Palike Offices,
N.R.Square, Bengaluru-560002

Date: 24.05.2021

Place: Bengaluru

Subject: Detailed Process of Triaging at Physical Triage Centres and Admission to CCC / Hospital

Reference:

1. Order No RD 158 TNR 2020 (1) of Principal Secretary Revenue & State Task Force Member dated 7.5.2021 regarding setting up of DETER and WDC
2. Recommendations of State Level Task Team dated 17.5.21 on Physical Triaging at Ward Level
3. Office Order of Chief Commissioner, BBMP dated 17.5.21 on SOP at Physical Triage Centres
4. Order No HFW 169 ACS 2021 of Additional Chief Secretary Health and Family Welfare dated 22.5.21 regarding protocol for covid-19 positive patients presenting to triage area
5. Order No HFW 170 ACS 2021 of Additional Chief Secretary Health and Family Welfare dated 22.5.21 regarding protocol to be followed in CCC for hypoxic patients

Preamble:

Vide order referred at 1 above, at para 6(1)(a) of the said order, it is directed that tele-triage will be supplemented by physical triage at each war room triage centre.

Vide document referred at 2 above, at paras 8 to 19, the State Level Task Team has recommended to BBMP the manner of operationalisation of physical triaging and has recommended to switch over to physical triaging at triaging centres and stop tele-triaging at Zonal Offices.

Vide Office Order referred at 3 above, detailed SOP is issued on functioning of these Triage Centres. More than 50 Triage Centres have already been set up ac

ross the city. Most of these are attached with Covid Care Centres or Stabilisation Centres consisting of oxygenated beds. These would be termed as a Level 2 Triage Centres.

Tele-triage has its own limitations and bed blocking / admission occurs without physical examination of the the patient.

In view of the above, we would have to move towards mandatory physical triaging at Level 2 Physical Triage Centres and enable these centres to block beds and facilitate admission of patients to hospitals/CCCs.

However, it is felt that before shifting fully into physical triage as a prerequisite for admission, a start would be made by earmarking few tertiary care hospitals within the zone or nearby, and mapping them to the triage centres lying within the zone. This would enable direct access for patients walking in to these triage centres to avail of bed blocking and hospital/CCC admission facility and for providing step up hospital facility for patients already in covid care centres attached to these triage centres.

It may be noted that, till such time physical triage is extended to all patients seeking hospital admission, tele-triage shall also continue at the zonal control rooms, in the interim.

Hence this order.

OFFICE ORDER

All the Level 2 Physical Triaging Centres (PTCs) of BBMP which are attached to Covid Care Centres or Stabilisation Centres have been authorized to take up physical triaging of all direct walk-in covid patients or also those referred to the PTCs after tele-triage by 1912 / zonal control rooms / BBMP's Central War Room (CWR).

The following procedure would be followed for physical triage:

1. The triaging at these centres shall ordinarily follow the SOP detailed out in order at Reference 3, 4 and 5 above, for managing, evaluating and recommending hospitalization / CCC admission / Home Isolation.

2. Standard Triage Form shall be made available online through CHBMS to the triaging doctors, and the same shall be filled prior to recommending hospitalization / CCC admission / Home Isolation. Standard Triage Form is enclosed to this order as **Annexure A**.
3. If the patient does not require hospitalization or admission to CCC, the medical team at the PTC would instruct the ward level home isolation team to follow the home isolation care process.
4. If the condition of the patient is assessed to be mild to moderate and the patient is assessed to be eligible for covid care centre admission, a CCC bed shall be blocked at the same centre or nearest CCC and the patient shall be shifted accordingly.
5. If the doctor assesses that the patient needs to be admitted to hospital, ambulance will be requisitioned. Each of the PTC shall be provided with at least 2 ambulances so that the patients requiring immediate hospitalisation can be shifted to the hospitals. Some ALS ambulances would also be made available to handle shifting of patients requiring critical care beds. The bed blocking and admission process would be taken up at the PTC.
6. Patients with hypoxia presenting to the PTC shall be managed as per the directions detailed out at Reference 5.
7. Triaging teams will be assisted by DEOs who will record the triaging information on the triaging form made available on CHBMS. The broad guidelines for triage recommendations would be as per the triage matrix at **Annexure B**.
8. Based on the triage findings and recommendation by Triaging Doctor, the PTC will search for an appropriate bed available and block the bed for the patient if available at Hospital or CCC, as the case may be. If that is unavailable, the patient would be put on waiting list in the CHBMS system for the mapped hospitals. If put on wait list, the patient would be advised to be at home till bed is available or look for private arrangements; since the bed can be made available only if the discharges happen and the wait listed patients before him or her are all accommodated.

9. To facilitate the bed blocking at Triage Centres within a zone, few tertiary care hospitals have been identified and mapped to these triage centres. The PTCs shall have a separate login into CHBMS for bed blocking of these mapped tertiary care hospitals only. The zone wise mapping of such PTCs to tertiary care hospitals is at **Annexure C**. It shall be noted that, this will be an interim arrangement only, until physical triage is made mandatory for all those seeking admissions to government beds. Once Physical triage becomes the norm, facility for admissions to all covid hospitals shall be provided through CHBMS logins for PTCs.
10. Such bed blocking facility shall also be available with PTCs for step up patients i.e. those already admitted in CCC and who now require admission in critical care beds of Hospitals. Such bed blocking shall be within the mapped hospitals.
11. CHBMS shall be suitably modified to facilitate the above mentioned interim process and enable seamless bed blocking to such mapped Hospitals / CCCs by the Triage Centres. Queue system shall also be applicable for physical triage patients based on the time of triage at PTC, for the mapped hospitals. Hence, patient would be in a position to know his bed blocking status.
12. If in case the walk-in patient does not belong to the zone in which the PTC lies, PTC shall not refuse triaging. However, after the triage process is completed and the triage form is submitted on CHBMS system, Super User login shall be enabled to assist with bed blocking in the mapped hospitals for that particular zone.
13. In case of walk-in patients presenting with symptoms and not having undergone Covid-19 test are to be triaged, protocols shall be followed as per Reference 4. Further PTC shall conduct a RAT test first, based on availability of testing kits.
14. If they are identified as Critical SARI or non-Covid case requiring hospital admission, same shall be referred immediately to 108 for further assistance.
15. In order to assist walk-in patients who test positive on RAT test, PTC shall be provided access on CHBMS to add the patient with SRF ID and provide bed blocking in the mapped hospitals accordingly.

16. The Tele-triaging process and bed blocking shall also continue at the zonal control rooms with the exception that the CHBMS portal logins for zonal control rooms would now only reflect the hospitals available for bed blocking, excluding those hospitals mapped to PTCs.
17. It shall be noted that the above mentioned process in this order, shall be an interim arrangement restricted to mapped hospitals alone. Once physical triage is made mandatory for all those seeking hospital admissions, the PTCs shall have access to all covid hospitals on CHBMS for bed blocking and tele triaging at zonal control rooms shall be dispensed with, except for exceptional cases as may be prescribed then.



Chief Commissioner

Bruhat Bengaluru Mahanagara Palike

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2. The Additional Chief Secretary, Health and Family Welfare, Government of Karnataka for your kind information
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