



**Yellow Zone Clinical Review Trigger**  
 Coughing more than usual  
 More breathless  
 Needing reliever medication more often  
 More tired/lethargic  
 Having difficulty with usual activities

**Orange Zone Clinical Review Trigger**  
 Becoming worse despite the extra medication  
 Becoming worse despite a call with practice staff when yellow zone reached

**Red Zone Clinical Review Trigger**  
 Experiencing sudden shortness of breath  
 Not responding to reliever  
 Feeling scared / worried  
 Usually confused or drowsy  
 Having chest pain

**Patient Calls Practice**

Practice contact reviews patient. Discuss symptoms. Is medicine review required?

NO

Discuss plan of care including re-escalation plan  
 Interventions as appropriate

Practice contact to call patient within 3 hours of initial call or prior to end of the day.  
 Is patient now managing their symptoms and of **NO** clinical concern?

YES

Refer to Pulmonary Rehab

NO

YES

Refer to Pulmonary Rehab through Inca

**Patient Returns to Green Zone**  
 Usual amount of cough/phlegm  
 Can do usual activities  
 Taking prescribed medication correctly

Practice contact to call patient the following day or next weekday to confirm no worsening of symptoms.

**Patient Calls Practice**

Escalate to General Practitioner.

YES

Is face-to-face appointment required?

YES

NO

Is referral to the VeCC required?

YES

NO

NO

**IF Patient Calls Practice**

**Call 000**  
 Patient to continue to use reliever as need and to try breathing control techniques

Practice staff to arrange for that day

Refer to VeCC single entry point

**Arrange Patient in Practice meeting to review COPD Action Plan**