



COVID-19 WEEKLY UPDATE #5

SCPCN MEMBER PHYSICIAN
TELECONFERENCE

APRIL 24, 2020

SETTING THE STAGE – ON TODAY’S CALL

- DR. ERNST GREYVENSTEIN – CHAIR SCPCN BOARD
- DR. RAKESH PATEL – CHAIR, SAPCA
- OPERATIONS TEAM SCPCN – A CAST OF MANY
- MELINA DHARMA-WARDEN – EXECUTIVE DIRECTOR SCPCN
- DR. CHRISTINE LUELO – MEDICAL DIRECTOR, SCPCN

EVERYTHING DISCUSSED TODAY AND SHARED IN THESE
SLIDES IS OUR BEST INFORMATION AND ADVICE BASED ON
WHAT WE HAVE HEARD AS OF APRIL 23, 2020, AT 9 P.M.

THINGS ARE CHANGING *QUICKLY*

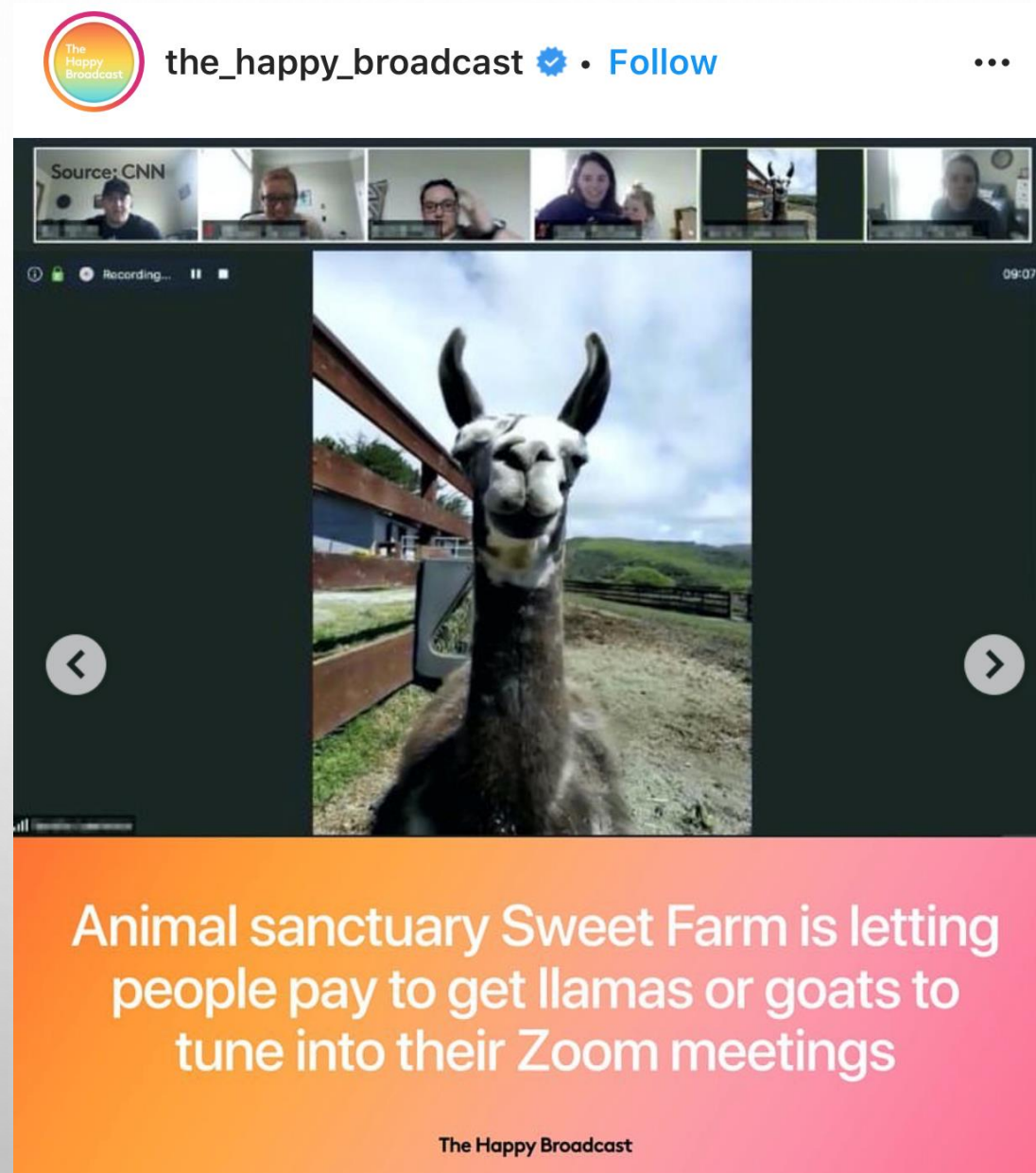
SO PLEASE...

CHECK IN REGULARLY

AND REFER TO AHS AND GOVERNMENT OF ALBERTA SITES OFTEN*

AND PLEASE BRING A FRIEND TO THE CALL TO HELP GET THE INFORMATION OUT

MY WEEKLY DOSE OF POSITIVITY!



SOME THOUGHTS ON DEALING WITH THE CRISIS

- POST TRAUMATIC GROWTH
 - APPRECIATION OF LIFE
 - RELATING TO ONE ANOTHER
 - NEW POSSIBILITIES
 - PERSONAL STRENGTH
 - SPIRITUAL CHANGE
- STOCK UP ON COMPASSION – THINK ABOUT WHO SOMEONE USUALLY IS AND NOT WHAT THEY SEEM TO BE AT THIS MOMENT

PATIENT CARE – SOP

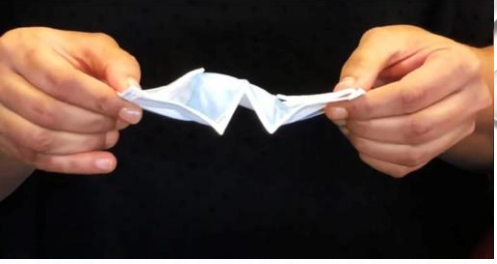
- **EVERYONE SHOULD BE FOCUSING ON VIRTUAL CARE AS THE MAINSTAY OF CARE AT THIS TIME**
- PLEASE DO NOT SIGN OUT TO DOCTOR ON CALL DURING REGULAR BUSINESS HOURS IF YOU ARE CLOSED
- IF YOU ARE CLOSED OR HAVE REDUCED YOUR HOURS REFER TO THE CPSA EMAIL FROM THURSDAY WITH ITS BULLETIN OUTLINING YOUR RESPONSIBILITIES OF ENSURING CONTINUITY OF CARE IS MAINTAINED, SPECIFICALLY REGARDING SPECIMEN PICK-UP AND DELIVERY OF PATIENT RESULT REPORTS CURRENTLY RECEIVED VIA LABORATORY COURIER SERVICES
- MAKE SURE YOUR INFORMATION IS UP TO DATE WITH CLS FOR CRITICAL RESULT PHONE CALLS

PATIENT CARE – THE BASICS

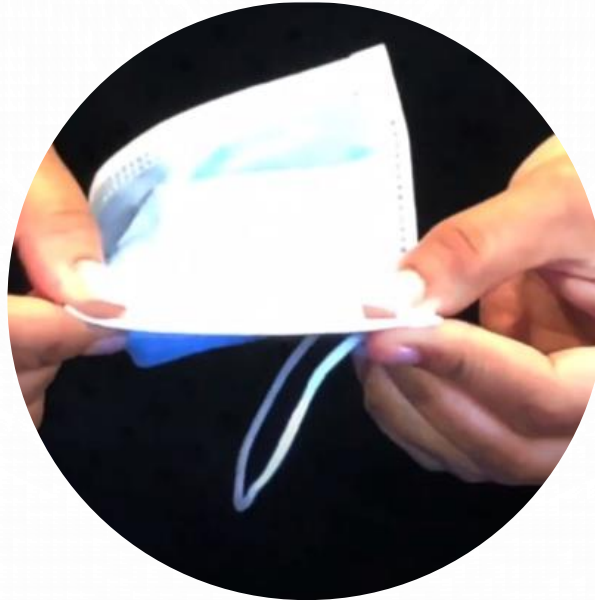
- **EVERYONE SHOULD BE FOCUSING ON VIRTUAL CARE AS THE MAINSTAY OF CARE AT THIS TIME**
- REFER PATIENTS WITH COVID SX OR CONFIRMED/ PRESUMPTIVE COVID+ TO CENTRAL WELLNESS CENTER CLINIC FOR CARE
 - EXAMPLES OF REASONS TO REFER ARE ON THE COMMUNICATION AND REFERRAL FORM
- IF PATIENTS HAVE **ANY RESPIRATORY TRACT SYMPTOMS** THAT ARE NEW, PLEASE HAVE THEM DO THE SELF-ASSESSMENT ONLINE WHERE THEY CAN REGISTER THEIR INFORMATION TO GET A CALL FROM PUBLIC HEALTH FOR SWABBING
- ASSUME THAT **ANY RTI SYMPTOM** IS COVID – 10 DAYS OR SX RESOLUTION* WHICHEVER IS LONGER
 - FATIGUE CAN BE PROFOUND AND LAST A LONG TIME – IT IS RESOLUTION OF THE RESPIRATORY SYMPTOMS THAT YOU SHOULD FOCUS ON
- CLOSE CONTACTS OF A CASE **MUST** FOLLOW A 14 DAYS ISOLATION PERIOD DUE TO HIGHLY VARIABLE INCUBATION PERIOD
- TRY TO HELP PATIENTS **STAY CALM**

PPE – WHEN, WHERE AND HOW

- PLEASE **USE THE SUPPLIES PROPERLY**... FAILURE TO USE PROPERLY AT BEST WASTES THIS VALUABLE RESOURCE, AND AT WORST CAN PUT YOU AT HIGHER RISK OF CONTACT
- PLEASE **USE SOAP AND WATER** TO CLEAN YOUR HANDS WHEN IT IS AVAILABLE - WE HAVE ONLY RECEIVED A SMALL PORTION OF THE HAND SANITIZER ORDERS WE HAVE PLACED – THIS IS A SYSTEM WIDE ISSUE – HAND SANITIZER IS A CRITICAL PART OF DONNING AND DOFFING FULL PPE
- **CONTINUOUS MASKING** PROTOCOL NOW IN PLACE
- THERE IS ENOUGH PPE FOR YOUR CLINIC IF YOU ARE OPEN AND SEEING PATIENTS
- WEEKLY ORDER THROUGH SCPCN - NEXT ORDER DUE MONDAY APRIL 27
- THANK YOU FOR FILLING OUT THE WEEKLY EMAIL QUESTIONS ON YOUR PRACTICE SITUATION



PPE – THE VANCH MASK TRICK



<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-ppe-mask-vanch-mask-adjustments.pdf>

HEALTH CARE WORKER... OH NO, I'M SICK!

- ALL HEALTH CARE WORKERS **SHOULD** BE DOING A DAILY FITNESS TO WORK CHECK IN BEFORE THEIR SHIFT – IDEALLY *BEFORE* ARRIVING AT CLINIC
- IF YOU HAVE SYMPTOMS OR HAVE A HIGH-RISK CONTACT YOU SHOULD IMMEDIATELY SELF ISOLATE AND
 - CALL THE DIRECT LINE TO HEALTH LINK FOR **PHYSICIANS ONLY 587-284-5302**
 - OR THE ONLINE **HEALTH CARE WORKER** SELF ASSESSMENT AT WWW.AHS.CA/COVID
- PLEASE **LET US KNOW IF YOU HAVE HAD TO SELF ISOLATE** SO WE CAN MONITOR THE IMPACT AND MAKE PLANS TO ASSIST YOU AND YOUR TEAM
- REMEMBER: **YOU CAN STILL DO REMOTE CARE** FOR YOUR PATIENTS IF STAFF STILL UP AND RUNNING (USE YOUR MEDICAL HOME FUNDING !!)
- **YOU MUST NOT WORK IF YOU ARE SICK** – GET SWABBED AND GET DIRECTION FROM MOH

BILLING

- PANEL MANAGEMENT VERSUS COLD CALLING – EXPECTING CLARITY TODAY
- PLEASE SEE AMA WEBINAR

PATIENT CARE - CARE TRAFFIC CONTROL

- ANY PATIENTS WITH POSITIVE SWAB RESULT - FOLLOW PATHWAY!!
- NEGATIVE SWAB – PATIENTS RECEIVE AN AUTOMATED CALL FROM PUBLIC HEALTH
- ECFCC IS THE VIRTUAL “LANDING ZONE” FOR ACUTE CARE DISCHARGE , ER REDIRECT AND 811 LESS THAN 4 HOUR AND LESS THAN 24 HOUR DISPOSITIONS
- SCPCN WILL GET REDIRECTS FROM 811 AND ER THAT NEED TO BE SEEN URGENTLY AND CAN BE SEEN IN COMMUNITY
- SCPCN WILL GET A DAILY LIST OF PATIENTS FROM ACUTE CARE AND PUBLIC HEALTH AND CONNECT THEM BACK TO YOU
- IF WE ARE UNABLE TO DO THAT, WE WILL DO FOLLOW UP UNTIL YOU CAN (IE. WEEKEND, AFTERHOURS, ABSENCE)
- UNATTACHED PATIENTS WILL BE CARED FOR BY CENTRAL ACCESS TEAM

PATIENT CARE - CARE TRAFFIC CONTROL

WHAT ABOUT CARGILL? -
MDW

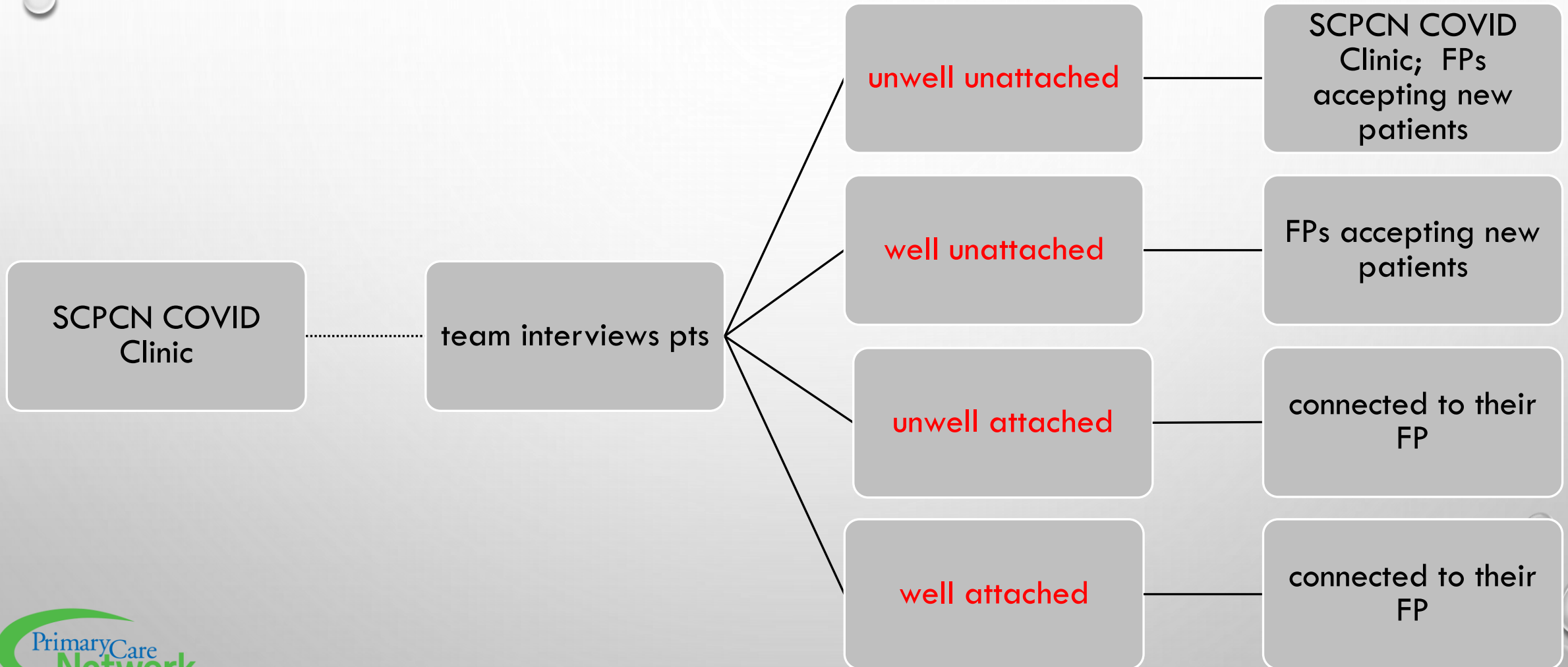
...SCPCN HAS A COORDINATED RESPONSE TO CARGILL...

- SCPCN HAS PARTNERED WITH AHS, PUBLIC HEALTH AND THE TOWN OF HIGH RIVER IN A COORDINATED RESPONSE
- 500+ PATIENTS WERE SWABBED POSITIVE FOR COVID 19; 158/ 500 WERE DECANTED TO SCPCN
- NEXT SLIDES WILL OUTLINE RESPONSE AND WHAT IT MEANS FOR FP IN SCPCN

WHO IS THE CARGILL PATIENT?

- ESL (NEW IMMIGRANTS)
- LOW SES
- LARGE % RESIDE IN BRIDLEWOOD
- FOOD SCARCITY AND WAGE CONCERNS
- * SOCIAL DETERMINANTS OF HEALTH FACTOR BROADLY

CARGILL TRIAGE PROCESS



WHAT ARE THE SCPCN SUPPORTS FOR CLINICS WITH CARGILL PATIENTS?

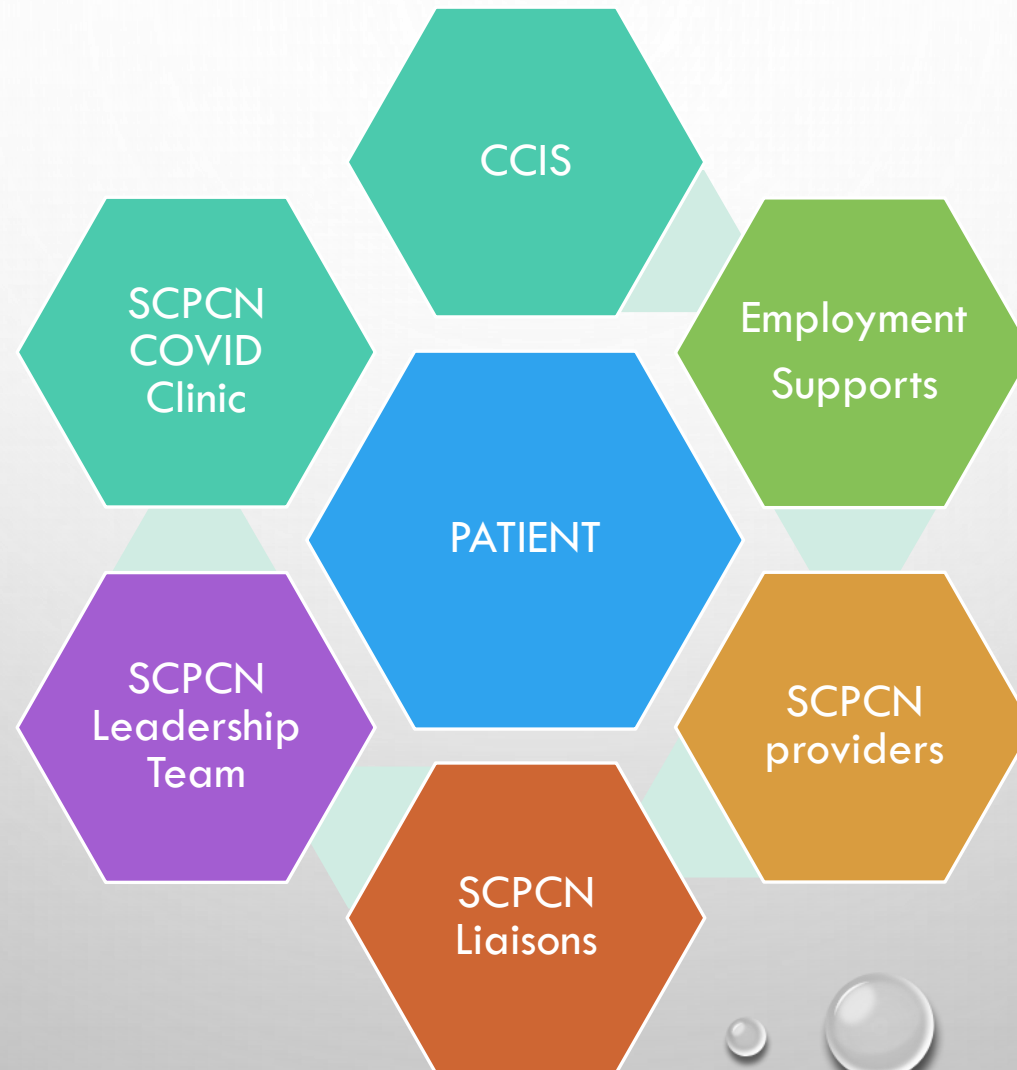
Liaisons will connect with affected clinics

Share and discuss available resources for patients

Virtual meetings with affected clinics to review pathways, supports and other concerns

2x weekly follow-up to flush out issues

CARGILL PATIENTS: SCPCN SUPPORTS AND RESOURCES



PRIMARY CARE COVID MANAGEMENT PATHWAY

- **PLEASE REVIEW PATHWAY** ON SPECIALIST LINK – RECENT REFINEMENTS
 - SMOKING IS A MAJOR RISK FACTOR FOR POOR OUTCOMES
 - ALBERTAQUITS IS A GREAT RESOURCE AND THERE HAS BEEN INCREASED FUNDING FOR NRT
 - ASTHMA DOES NOT SEEM TO BE AS MUCH OF A RISK FOR POOR OUTCOME
- REACH OUT TO **COVID SPECIALIST LINK** GROUP IF YOU HAVE QUESTIONS/ CONCERNS WITH A SPECIFIC PATIENT
 - THEY ARE NOW WORKING SEVEN DAYS A WEEK AND EVENINGS
 - THIS TEAM CAN ACCESS COMMUNITY PARAMEDICS
 - THIS TEAM WILL ALSO DIRECT TRANSFER TO ER IF NEEDED FOR POSSIBLE ADMISSION
- IF EMERGENCY HAVE YOUR PATIENT CALL 911 AND YOU CAN CONTACT RAAPID TO HAND OFF

- TEMPLATE FOR CARE PATHWAY
- FOR EASE OF CHARTING
- TRIGGER DECISION POINTS
- MED ACCESS
- WOLF
- ACCURO
- PS SUITE (DRAFT)
- CLINIC LIAISONS CAN HELP YOU LOAD

This is a document to assist charting for COVID patients in the community that follows the [specialist link pathway](#)

Dr.

,

Phone: Fax:

Provider for call:

Family Physician (if different than above):

Patient Name:

DOB: PHN:

,

Home: Cell: Work:

Email:

Consent: <input type="checkbox"/> N/A	<input type="checkbox"/> Obtained verbally	<input type="checkbox"/> In writing
Date of call or visit:	Visit Start time:	Visit End Time:

FROM PATIENT HISTORY:

COVID status: ☐ Swab confirmed ☐ Presumed awaiting results ☐ Presumed no swab pending
 Previous inpatient for COVID: ☐ Yes ☐ No ICU: ☐ Yes ☐ No

RISK STRATIFICATION:

☐ **Lower Risk:** Consider self-monitor only

☐ Otherwise healthy ☐ No comorbidities ☐ Appropriate safety network ☐ Younger age (<40 yrs)

☐ **Average Risk:** Monitor Q2 x 7 days; recommend self-monitor for additional 7 days

☐ Otherwise healthy children ☐ Pregnant patients ☐ Asymptomatic swab positive patients ☐ 40-60 years old

☐ **High Risk: Monitor Q daily x 14 days**

☐ Patients stepping down from tertiary care (hospital, Complex Care Hub) ☐ Patients with symptom deterioration

☐ Age >60 lacking medical comorbidities ☐ Any age with medical comorbidities

☐ Patients lacking 'safety net' (consider referral to PCN or other community resources) ☐ Current smoking or vaping use

Safety net flags

☐ Socially isolated ☐ Lack of caregiver support

☐ Inability to maintain hydration ☐ Food/financial insecurity

☐ On homecare

☐ Challenges with health literacy or concerns with ability to self manage

- IF YOU OR SOMEONE IN YOUR CLINIC IS UNABLE TO MANAGE DAILY CALLS FOR FOLLOW UP OF A HIGHER RISK PATIENT PLEASE REFER TO ACCESS CLINIC AT WELLNESS CENTER (WE ARE DOING VIRTUAL VISITS AS WELL)
- REFERRAL FORM FOR ACCESS CLINIC FOR
 - TEMPLATE AVAILABLE FOR WOLF, MED ACCESS AND ACCURO
 - CLINIC LIAISON CAN HELP YOU LOAD

Date of Referral (dd/mm/yy):			
Patient Name:			
PHN:	D.O.B (dd/mm/yy):	Age:	Gender:
Address:			
Phone Numbers	Home:	Cell:	Work:
Email Address:			
REFERRAL FROM:			
<input type="checkbox"/> ECFCC <input type="checkbox"/> Physician			
<input type="checkbox"/> Family Physician Name: <input type="checkbox"/> Clinic Name:			
REFERRAL INFORMATION			
<input type="checkbox"/> Confirmed COVID 19 diagnosis (please provide copy of result) <input type="checkbox"/> Presumed COVID 19 diagnosis Reason for referral/presenting concern:			
Medical problems list:			
Risk factors to be aware of:			
Current medications:			
Additional Information:			

CENTRAL SCPCN ACCESS CLINIC

- CENTRALIZED CLINIC AT WELLNESS CENTER
- RAPIDLY CHANGING MANDATE
 - "HOT" FOCUS WITH "COLD" OVERFLOW TO SCMC
 - COVID POSITIVE PATIENTS WITH OTHER MEDICAL NEEDS - REFERRAL
 - COVID POSITIVE PATIENTS FROM PUBLIC HEALTH
 - COVID POSITIVE PATIENTS FROM INPATIENT CARE WARDS
 - RAPID FOLLOW UP BEFORE WE REPATRIATE PATIENTS TO MRP
 - REDIRECT FROM ER
 - REDIRECT FROM 811
- CONTINUITY OF CARE - SOAP NOTE FAXED TO MOST RESPONSIBLE PHYSICIAN
- NO FURTHER VOLUNTEERS NEEDED AT THIS TIME

QUESTIONS, ANSWERED – APRIL 17

- SPECIALIST LINK – MANY NEW SPECIALISTS HAVE ONBOARDED – CALL THEM!
- ONLINE TOOLS SAID NO SWAB! – OLD BOOKMARK – EVERYONE GETS SWABBED!!
- THROAT SWABS ARE NOW THE GO-TO CHOICE AS IT YIELDS BETTER SPECIMENS BECAUSE ITS EASIER TO DO PROPERLY
- PALLIATIVE CARE ADVICE / GOALS OF CARE – **PLEASE TUNE IN FOR MONDAY MAY 4, 2020 ZONE WEBINAR**

QUESTIONS, ANSWERED – APRIL 17

- CAN I STILL REFER TO SCPCN PROGRAMS – YES
- **RAAPID SOUTH:** 403-944-4486
- **SCRUBS – SEE AHS ADVICE ON CLOTHING AT WORK – ACUTE CARE FOCUS**
 - **[HTTPS://WWW.ALBERTAHEALTHSERVICES.CA/ASSETS/INFO/PPIH/IF-PPIH-COVID-19-STAFF-TIPS-CLOTH-CLEAN-ZO-INFO-SHT.PDF](https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-staff-tips-cloth-clean-zo-info-sht.pdf)**
- **DRIVERS MEDICALS**
 - **90 DAYS GRACE FOR SENIORS**
 - **NO GRACE FOR MEDICAL FITNESS**

QUESTIONS, ANSWERED – APRIL 24

- SUPPORT FOR PATIENTS TREATED AT HOME WITH COVID
 - FOOD SECURITY
 - YYC FACEBOOK SUPPORT
 - 211
 - HOME CARE
 - PALLIATIVE HOME CARE
 - SCPCN SOCIAL WORK TEAM
- CAN I WORK IN MORE THAN ONE SITE ? – YES – NOT ON SAME DAY
- ARE THERE ANY SPECIALISTS STILL SEEING NON URGENT CONCERNS? SPORTS MED
- OBSTETRICS CLOSED AT SHC
 - LOW RISK TO RGH
 - HIGH RISK TO PLC

QUESTIONS, ANSWERED – APRIL 24

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THANK YOU !

FOR YOUR INTEREST AND ENGAGEMENT

JOIN US ON MONDAY MAY 4, 2020 6 PM
FOR OUR NEXT ZONE CME

AND LET'S CHAT AGAIN NEXT WEEK...

SEND YOUR QUESTIONS AND INNOVATIVE IDEAS TO

COVID@SCPCN.CA