



# COVID-19 WEEKLY UPDATE #6

SCPCN MEMBER PHYSICIAN  
TELECONFERENCE

MAY 1, 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! – TODAY KATIE KRENZ – COMMUNITY DEVELOPMENT LEAD
- 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 30, 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!

**“But with today’s launch of Alberta’s relaunch strategy, we can finally begin to shift our focus from the pain and anxiety of the past few weeks, and to start looking with modest hope and cautious confidence towards the future.”**

# PATIENT CARE – PANDEMIC STANDARD OF PRACTICE

- **EVERYONE SHOULD BE FOCUSING ON VIRTUAL CARE AS THE MAINSTAY OF CARE AT THIS TIME**
- BUT.....
- WE WILL BE ACTIVELY SEEKING CLARITY ON HOW THE RELAUNCH PHASES IMPACT EXPECTATIONS FOR COMMUNITY FAMILY PRACTICE
- AND...
- WE FINALLY HAVE CLARITY FROM AH AND AMA HEALTH ECONOMICS ON BILLING FOR PANEL MANAGEMENT ACTIVITIES

<https://www.albertadoctors.org/e-health/active-panel-mgmt-during-pandemic.pdf>

# PATIENT CARE – PANDEMIC STANDARD OF PRACTICE

“THE VIRTUAL CARE CODES ARE INTENDED FOR PATIENT-INITIATED VISITS, WHICH CAN MEAN A VARIETY OF THINGS IN THE CONTEXT OF MEDICAL CARE:

- A **PATIENT-INITIATED** APPOINTMENT TO ADDRESS A **NEW PROBLEM**; THIS MAY RESULT FROM A NOTICE FROM THE PHYSICIAN’S CLINIC THAT THEY ARE OPEN AND VIRTUAL CARE IS AVAILABLE
- CONSULTATION SERVICES AND CLINICALLY-NECESSARY **FOLLOW-UPS BY THE PHYSICIAN** OF A CONDITION OR **TREATMENT PLAN THAT WAS PREVIOUSLY PATIENT INITIATED**.
- A PHYSICIAN-PATIENT VISIT THAT WAS A **RESULT OF PANEL MANAGEMENT** ACTIVITIES IN EITHER PRIMARY (MEDICAL HOME MODEL) OR SPECIALTY CARE PRACTICES (E.G., INTERNAL MEDICINE, PEDIATRICS, PSYCHIATRY) TO ENSURE THAT PATIENTS WITH CHRONIC DISEASES AS WELL AS MEDICALLY AND SOCIALLY COMPLEX HIGH-NEEDS PATIENTS RECEIVE APPROPRIATE, ONGOING CARE. PCN/CLINIC STAFF CAN INITIATE THE CALL, HOWEVER, VIRTUAL CODES APPLY ONLY TO DIRECT PHYSICIAN TIME SPENT WITH THE PATIENT.
- PHYSICIAN: PATIENT DIRECT CONTACT FOLLOWING **REFERRAL BY AN AHS SCREENING PROGRAM INCLUDING COVID-19.** “



# PPE – WHEN, WHERE AND HOW

- PLEASE, **USE THE SUPPLIES PROPERLY**
- **USE SOAP AND WATER** TO CLEAN YOUR HANDS WHEN IT IS AVAILABLE
- **HAND SANITIZER** IS A CRITICAL PART OF DONNING AND DOFFING FULL PPE
- WE ARE INVESTIGATING POSSIBLE **ZONE WIDE ORDERING** AS A LONGER-TERM SOLUTION FOR HAND SANITIZER AND CAVI WIPES THAT HAVE BEEN CHRONICALLY BACK ORDERED
- **CONTINUOUS MASKING** FOR HEALTH CARE PROVIDERS PROTOCOL CONTINUES TO BE IN PLACE
- AH HAS ORDERED **NON-SURGICAL MASKS FOR ALBERTANS** WITH MORE INFORMATION TO COME
- WEEKLY ORDER THROUGH SCPCN - NEXT **ORDER DUE MONDAY MAY 4**
  - YOU CAN NOW ORDER **PEDIATRIC MASKS**
- **THANK YOU** FOR FILLING OUT THE WEEKLY EMAIL QUESTIONS ON YOUR **PRACTICE SITUATION** – WE WILL BE ASKING DR. RAKESH PATEL TO PRESENT THE FINDINGS NEXT WEEK

# 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
  - SMART FORM AVAILABLE THROUGH LIAISON TO REDUCE PAPER
- 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](http://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 BUT YOU WILL NEED SOME STAFF
- **YOU MUST NOT WORK IF YOU ARE SICK** – GET SWABBED AND GET DIRECTION FROM MOH



# PATIENT CARE – THE CARGILL OUTBREAK

## AND THE IMPORTANCE OF SOCIAL SUPPORTS FOR COVID MANAGEMENT

KATIE KRENZ

# PATIENTS AFFECTED BY CARGILL OUTBREAK

## SOME NUMBERS

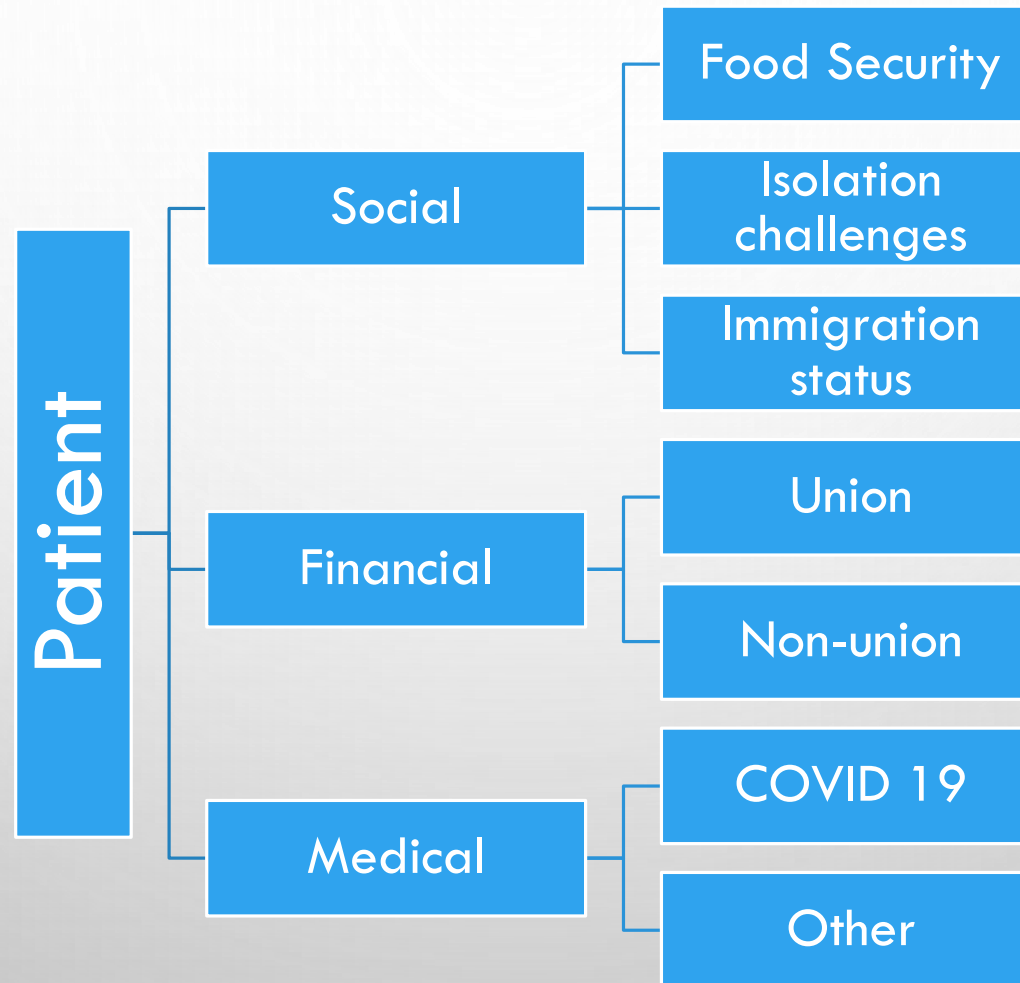
	CONFIRMED	PROBABLE	HOSPITAL	ICU
<b>CARGILL EMPLOYEES</b>	806	61	7	5
<b>CARGILL CONTACTS</b>	452	73	6	1

NOTE: CARGILL EMPLOYS APPROXIMATELY 2000 WORKS AND ADDITIONAL CONTRACTORS

# PATIENTS AFFECTED BY CARGILL OUTBREAK

- **THE SCPCN CENTRAL ACCESS CLINIC TEAM HAS TRIAGED 303 PATIENTS AFFECTED BY THE CARGILL OUTBREAK IN THE PAST 10 DAYS**
  - 253 PATIENTS CONNECTED BACK TO THEIR FAMILY PHYSICIANS OR ATTACHED TO A PHYSICIAN ACCEPTING PATIENTS
  - 50 PATIENTS YET TO BE CONTACTED
  - LARGEST GROUP OUTSIDE OF HIGH RIVER
- **ADDITIONAL 95 REFERRALS TO THE SCPCN COVID CLINIC FROM OUR PARTNERS UNRELATED TO CARGILL OUTBREAK**
  - 60 CASES HANDLED THROUGH A VIRTUAL VISIT
  - 32 IN PERSON VISITS

# PATIENTS AFFECTED BY CARGILL OUTBREAK



# CARGILL OUTBREAK SPECIFIC RESOURCES

- **FINANCIAL SUPPORT NAVIGATION (RELATED TO EMPLOYMENT)**

- THROUGH UFCW LOCAL 401 UNION WEBSITE

- **SOCIAL SUPPORTS (CCIS – CALGARY CATHOLIC IMMIGRATION SOCIETY)**

- TRANSLATION, DOCUMENT COMPLETION
- FOOD ACCESS AND DELIVERY
- EMERGENCY FINANCIAL SUPPORT (NON-EMPLOYMENT)
- \*FCIS (FOOTHILLS COMMUNITY IMMIGRATION SERVICES) IF RESIDING OUTSIDE OF CALGARY

- **CONSIDER SETTLEMENT STATUS**

- TEMPORARY FOREIGN WORKER, PERMANENT RESIDENT, CITIZEN
- SOME MAY REFUSE ACCESS TO RESOURCES AT THIS TIME... “CONTINUED FOLLOW UP IS KEY”



# CARGILL OUTBREAK SPECIFIC RESOURCES

## ISOLATION HOTEL (PESS)

- DIRECT REFERRAL FROM PROVIDER/PHYSICIAN
- ONLY CARGILL EMPLOYEES OR HOUSEHOLD CONTACTS OF AN EMPLOYEE
- MUST BE MEDICALLY STABLE
- RESIDENCE INN MARRIOTT – 68 ROOMS ALLOTTED – 20 GUESTS
- MARRIOTT COURTYARD SOUTH – 123 ROOMS ALLOTTED – 0 GUESTS

## Resources

### Patients affected by COVID

As of April 30, 2020

#### Clinical Care (ALL COVID)

For COVID positive and presumed positive – [Follow - COVID clinical pathway](#)

#### Cargill Employees ONLY Resource Access

1. To find applicable financial support options from employer (such as paid leave, sick leave, laid off etc): <https://gounion.ca/covid-19/support/>
  - a. If no internet: Joe Attwood & Devin Yeager 1-888-468-6466
2. If one or more social issue is identified such as financial, housing, food access (either cost or delivery), language barriers, health literacy, form completion:

# RESOURCES AVAILABLE FOR ALL CALGARIANS

- LANGUAGE/TRANSLATION
- GOVERNMENT FUNDED COVID FINANCIAL SUPPORTS
- BASIC NEEDS
  - FOOD: *'NO QUESTIONS ASKED RESOURCES' IE- BROWN BAGGING FOR KIDS*
  - HOUSING
- PHARMACY DELIVERY OPTIONS
- SENIORS
- MENTAL HEALTH

# PATIENT CARE – THE BASICS

- 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
  - NEW THIS WEEK – FAMILY PHYSICIAN ADDED TO THE FORM!!!
- ASSUME THAT **ANY RTI SYMPTOM** IS COVID – 10 DAYS ISOLATION 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
  - NOTE: MAJORITY (90%) OF PATIENTS WILL BE SYMPTOMATIC AND THEN TEST POSITIVE BY DAY 12
- TRY TO HELP PATIENTS **STAY CALM**

# PATIENT CARE - CARE TRAFFIC CONTROL

- PATIENTS WITH POSITIVE SWAB RESULT -COPY SHOULD NOW COME TO YOU DIRECTLY – FOLLOW COVID PATHWAY!!
- THE ZONE PCN OPERATIONS TEAM HAS WORKED TIRELESSLY TO HAVE PATIENTS BACK TO THEIR MEDICAL HOME AS OFTEN AND AS FAST AS POSSIBLE
  - 811 REDIRECTS
  - INPATIENT DISCHARGES
  - ER DISCHARGES
  - MOH – AFTER CONTRACT TRACING AND PATIENTS CURRENTLY BEING FOLLOWED WITH COVID
- IF WE ARE UNABLE TO REPATRIATE A PATIENT TO YOU AS THE MRP, WE WILL DO FOLLOW UP UNTIL YOU CAN (IE. WEEKEND, AFTERHOURS, ABSENCE)
- UNATTACHED PATIENTS WILL BE CARED FOR BY CENTRAL ACCESS TEAM – UNTIL WE ATTACH THEM TO PHYSICIANS LISTED AS ACCEPTING PATIENTS\*



# CENTRAL SCPCN ACCESS CLINIC

- CENTRALIZED CLINIC AT WELLNESS CENTER WITH INFORMATIONAL CONTINUITY IN MIND
- 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
  - DISCHARGES FROM HOSPITAL AS NEEDED

Nothing new to report this week

# PRIMARY CARE COVID MANAGEMENT PATHWAY

- **PLEASE REVIEW PATHWAY** ON SPECIALIST LINK – ONGOING REFINEMENTS
  - SMOKING IS A MAJOR RISK FACTOR FOR POOR OUTCOMES
  - ALBERTAQUITS IS A GREAT RESOURCE AND THERE HAS BEEN INCREASED FUNDING FOR NRT – **PATIENTS MUST REGISTER AND USE OTHER NON-MEDICATION TOOLS TO QUALIFY**
- REACH OUT TO **COVID SPECIALIST LINK** GROUP IF YOU HAVE QUESTIONS/ CONCERNS WITH A SPECIFIC PATIENT
  - THEY ARE NOW WORKING SEVEN DAYS A WEEK
  - THIS TEAM CAN ACCESS COMMUNITY PARAMEDICS
  - THIS TEAM WILL ALSO DIRECT TRANSFER TO ER IF NEEDED FOR POSSIBLE ADMISSION
  - PEDIATRIC LINE BEING ADDED
- IF EMERGENCY HAVE YOUR PATIENT CALL 911 AND YOU CAN CONTACT RAAPID TO HAND OFF

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

- TEMPLATE FOR CARE PATHWAY
  - FOR EASE OF CHARTING
  - TRIGGER DECISION POINTS
- MED ACCESS
- WOLF
- ACCURO
- PS SUITE
- CLINIC LIAISONS CAN HELP YOU LOAD CALGARY ZONE TEMPLATES NOW

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

# PATIENT CARE – CLINICAL UPDATES

# TIME 2 TALK EXPANSION FOR PANDEMIC

- **SINGLE SESSION TELEPHONE COUNSELLING/SOCIAL WORK SUPPORT** IS GOING TO BE OFFERED THROUGH THE T2T PROGRAM AS EARLY AS NEXT WEEK.
- **TELEPHONE SESSIONS** WILL BE 50 MINUTES IN LENGTH AND ARE OFFERED SEVERAL TIMES/WEEK BY OUR TEAM OF PSYCHOLOGISTS AND SOCIAL WORKERS AND OPEN TO ANYONE WITH AN SCPCN PHYSICIAN OR UNATTACHED PATIENT.
- **THESE SESSIONS ARE DESIGNED TO:**
  - HELP CONNECT PATIENTS TO **SOCIAL WORKERS** WHO CAN ASSIST WITH ISSUES RELATED TO JOB LOSS, INCOME/FINANCIAL CHALLENGES, FOOD INSECURITY, ILLNESS, FAMILY CHALLENGES, AND/OR OTHER RESOURCE CHALLENGES IN MEETING THEIR BASIC NEEDS
  - OFFER **COUNSELLING** TO PATIENTS STRUGGLING TO MANAGE ISSUES SUCH AS PARENTING DIFFICULTIES, RELATIONAL CHALLENGES, MENTAL HEALTH DIFFICULTIES, NAVIGATING CHANGE AND MANAGING GRIEF, LOSS OR STRESS.

- PLEASE WATCH FOR A COMMUNICATION IN RAPID PULSE NEXT WEEK



# eREFERRAL ADVICE REQUEST

- NEW UPDATES TO EREFERRAL **ADVICE REQUEST** WERE MADE ON APRIL 16, 2020, INCLUDING THE FOLLOWING ADDITIONS THAT AFFECT CALGARY ZONE
  - ORTHOPAEDIC SURGERY (SHOULDER ISSUE) - PROVINCE-WIDE\*
  - OTOLARYNGOLOGY (ADULT & PAEDS) – CALGARY ZONE
- \*ON APRIL 24, 2020, ORTHOPAEDIC SURGERY RELEASED MORE ADVICE REQUEST REASONS FOR REFERRAL PROVINCE-WIDE, INCLUDING: ANKLE, ELBOW, FOOT, HIP, KNEE AND WRIST ISSUES.
- CALGARY ZONE ADULT GASTROENTEROLOGY HAS DISABLED ADVICE REQUEST FOR HEPATOLOGY ISSUE

# RESUMING SCHEDULED SURGERIES AND PROCEDURES

- AHS DELAYED ALL NON-URGENT SCHEDULED SURGICAL ACTIVITY ACROSS ALBERTA AS PART OF A MULTI-PRONGED STRATEGY **TO INCREASE THE NUMBER OF ACUTE CARE AND ICU BEDS AVAILABLE** FOR PANDEMIC RESPONSE
- AS THE TRAJECTORY OF THE PANDEMIC CONTINUES, THE NEED FOR ACUTE CARE AND ICU BEDS FOR COVID-19 PATIENTS HAS BEEN **LESS THAN ANTICIPATED**
- PLANS ARE NOW BEING MADE TO BEGIN TO RESUME **NON-URGENT SCHEDULED DAY SURGERIES**
- WEEKLY ASSESSMENTS AND ADAPT AS REQUIRED.
- DECISIONS ON WHICH SURGERIES WILL PROCEED ARE BEING MADE AT THE ZONE LEVEL
  - CATARACTS
  - ORTHOPEDICS
- **CENTRALIZED BOOKING** OFFICE WILL COORDINATE SURGERY AND PROCEDURE PLANNING
- THEY WILL BEGIN CONTACTING ALBERTANS CURRENTLY ON WAIT-LISTS IN THE COMING DAYS TO RESCHEDULE THEIR PROCEDURES

# QUESTIONS

# QUESTIONS, ANSWERED FROM 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/PIIH/IF-PIIH-COVID-19-STAFF-TIPS-CLOTH-CLEAN-Z0-INFO-SHT.PDF](https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-staff-tips-cloth-clean-z0-info-sht.pdf)
- DRIVERS MEDICALS
  - 90 DAYS GRACE FOR SENIORS
  - NO GRACE FOR MEDICAL FITNESS
- 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 – STAY TUNED

# QUESTIONS, ANSWERED FROM 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/MIDWIVES TO FMC



# QUESTIONS, ANSWERED – MAY 1

- COVID TOES

THANK YOU !

FOR YOUR ENGAGEMENT WITH US

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

SEE YOU ALL AGAIN NEXT WEEK...

SEND YOUR QUESTIONS AND INNOVATIVE IDEAS TO

COVID@SCPCN.CA