



MEDICAL STAFF DIGEST

A twice-weekly update for medical staff

Tuesday, June 30, 2020

Medical Staff Digests are now sent out every Tuesday and Thursday. For more information, see these pages:

- [COVID-19 \(Physician Website\)](#)
- [COVID-19 \(OurNH\)](#)
- [Pandemic Recovery Toolkit \(OurNH\)](#)

Provincial case counts and statements

As of June 29, 2020, there were **65** confirmed COVID-19 cases in the Northern Health region. Although no cases are considered active, it is important that we remain vigilant in our communities.

For the latest provincial numbers, please refer to the [BC COVID-19 dashboard](#), which is updated Monday-Friday. The dashboard may not work in all browsers; Chrome is suggested.

[Joint statement on Province of B.C.'s COVID-19 response](#) – June 29, 2020

Online staff behaviour and respect

Northern Health is committed to addressing the systemic racism we know exists here and in society as a whole. Racist behaviour has no place in any hospital, any health care setting, or in society.

If you missed it, please see the [June 19 memo from CEO Cathy Ulrich](#) (OurNH link) regarding allegations of systemic racism against Indigenous Peoples in BC hospitals.

Staff are reminded to review the [NH social media policy](#) (OurNH link), which outlines guidelines staff must follow when using social media, during both work and personal time.

Even during personal social media use, staff must follow the [Respectful Workplace policy](#) (OurNH link), which expects all NH staff to demonstrate respectful behaviour, free from discrimination, bullying and harassment, at all times.

Remember, even if you're speaking for yourself, friends, family members, and members of the public may not separate you from your position at NH. Be respectful of yourself, your

peers, your patients, and of NH. Avoid creating any conflicts of interest or issues that may impact public opinion of you and/or NH.

Transfer of low-acuity suspected COVID-19 admitted patients to UHNBC

- In order to provide clarity and guidance for the [transfer of low-acuity suspected COVID-19 admitted patients to UHNBC](#), a guidance document has been developed following consultation with the NH COVID-19 Therapeutics Committee, the Department of Internal Medicine at UHNBC, and medical directors.
- If physicians have questions or comments regarding these guidelines, please contact Becky Temple at becky.temple@northernhealth.ca or Firas Mansour at firmansour@northernhealth.ca.

Updated guidelines: COVID-19 in children

Updates to the clinical guidance for staff and physicians have been made for:

- Caring for children with confirmed or suspected COVID-19, including the recent Public Health Alert regarding multisystem inflammatory syndrome in children (MIS-C) temporally associated with COVID-19.
- Information for parents and caregivers on when to seek care for their children.
- Guidance for children with immune compromise in school and group settings.
- Answers to additional questions about children with medical complexity.

For more information, see the [full memo](#).

Perinatal and neonatal specialty education guidance during COVID-19

- It is essential for sites to provide education and / or training to maintain the skills of health care providers for the well-being of labouring mothers and neonates.
- Fundamental education, such as NRP and FHS, should continue / resume and be provided in a modified format with precautionary measures as per BCCDC and WorkSafeBC.
- Perinatal Services BC has created a [BC Specialty Education Tool Kit](#) to support sites with the gradual resuming of perinatal and neonatal health care provider education and training activities.

Background and additional information can be found in the [full memo](#).

Entonox use in labour and delivery

- Entonox can be safely used on labour and delivery units for pain management (with the appropriate hydrophobic filter - $\leq 0.05\mu\text{m}$ pore size)
- This direction is in alignment with the current BC Centre for Disease Control [Guideline for the Admission and Hospital Management of Pregnant Women/Individuals Who Are a Confirmed or Suspect Case of COVID-19](#).

- Sites to connect with the supply chain to recommend filters available on the provincial contract that are suitable for the particle size necessary to filter out COVID-19 (BOMImed, Covidien/Medtronic, intersurgical, Drager, and others). All have filters that are rated to perform filtration adequately and all are in use in our region at any given time.

Additional information can be found in the [full memo](#).

Guidelines for palliation of COVID-19 patients in LTC facilities

[This document](#) provides guiding principles for palliation of COVID-19 patients (positive and presumed positive) in long-term care (LTC) facilities.

COVID-19 restart plan – Laboratory Service update

Labs will be lifting restrictions on outpatient services and resuming normal operations beginning **Monday, July 6, 2020**.

- Providers may re-submit orders where testing is still required for outpatient services that did not meet essential service criteria.
- Labs will not be contacting patients that were not collected during this time unless new orders are received.
- There is reduced outpatient capacity at many collection facilities and patients may experience longer than normal wait times.

For more information, see the [full memo](#).

Provision of K negative red blood cells for females 45 years and under

Effective September 28, 2020 a new recommendation will be applied to reports issued by Canadian Blood Services Diagnostic Services and Reference laboratories. This statement: “K- red cells recommended for females 45 year and under” will be applied to pretransfusion and reference testing reports. This follows a new CSA standard recommending provision of K negative units for this group of patients.

In emergencies or circumstances in which K negative red blood cells are not available, provision of K positive red blood cells may be required.

For more information, see the [full memo](#) from [Canadian Blood Services](#).

Return of medical students to clinical learning

Northern Medical Program (NMP) students in the Class of 2021 will resume clinical studies on July 6, and will complete the final eight weeks of Year 3 Clerkship in July/August before moving into Year 4. The Class of 2022 will start their Year 3 clinical portion on August 31.

The UBC Faculty of Medicine (with NMP) has prepared a number of [resources](#) for physicians undertaking preceptor roles for these classes. These have been sent via email to those

working with students, and they can also be accessed on the [NMP Faculty Development \(FD\) webpage](#) through the [Virtual Clinical Teaching Resources for NMP Clinical Faculty and Preceptors](#) document.

The material includes virtual clinical teaching modules, reference sheets and PPE information. Upcoming online workshops are also being planned to help provide further support with virtual clinical teaching; please check back with the FD site regularly.

Multiple payroll phishing attempts made recently

On Monday June 29th 2020, numerous NH employees received a fraudulent phishing email.

One of the most effective ways for cyber-criminals to gain unauthorized access to our organization is through *phishing* emails. If such an email lands in your inbox, you may be just a click away from compromising the organization's security (or your personal security if it's on your home computer).

We all play a key role in keeping the network and our own information secure.

For more information, see the [full memo](#) (OurNH link).

Microsoft Teams is coming on July 10! Check out the FAQs and quick reference guide

On **Friday July 10**, Microsoft Teams will replace Skype for Business at Northern Health for meetings, calls, and private chats.

Microsoft Teams helps support you both in the office and working from home. It provides streamlined experiences for online meetings and calls, document and content collaboration, high-velocity chat-based conversations, and the integration of apps and analytics.

Learn more (OurNH links):

- [Microsoft Teams: FAQs](#)
- [Microsoft Teams: Quick Reference Guide](#)
- [Microsoft Teams page](#)

Physicians in self-isolation

If you're a physician in self-isolation, email Susan Trenholm: Susan.Trenholm@northernhealth.ca

Resources for stress and emotional support

Support Lines

- **Employee Family Assistance Program (EFAP)**
 - **1-844-751-2133** – 24/7 crisis counselling support and/or referral to community resources.

- **Physician Health Program** – supports available through Doctors of BC
 - Refer to information online at: [Doctors of BC: Physician Health Program](#)
- **BC Crisis Line**
 - Call **310-6789** for access to 24/7 crisis services.
- **VictimLink BC**
 - If you or someone you know is experiencing violence, immediate crisis support for victims of family or sexual violence is available through [VictimLink BC's](#) 24/7 telephone service in multiple languages at [1-800-563-0808](tel:1-800-563-0808), or by email at VictimLinkBC@bc211.ca, to be referred to the closest service agency.

Trusted links and resources for COVID-19

- [BC Centre for Disease Control](#)
- [BC Centre for Disease Control “new today” page](#)
- [HealthLink BC COVID-19 page](#)
- [WHO FAQ](#)
- [Health Canada FAQ](#)
- [COVID-19 content in other languages](#)
- WorkSafe BC - [COVID-19 information and resources](#)
- [BC Physician Wellness in COVID-19](#) (BC COVID-19 Medical Student Response Team)
- Northern Health COVID-19 Online Clinic & Information Line: **1-844-645-7811**
- Northern Health Environmental Health Officer Line: **1-250-565-7322**
- For **non-medical information or to report concerns regarding non-compliance with public health orders**, call **1-888-COVID19 / 1-888-268-4319** 7 days, 7:30 am - 8 pm

For current information on restrictions on travel, gatherings and other issues, see the [Provincial Health Officer's COVID-19 webpage](#).

24/7 Physician Call Centre

- Number: 250-645-7897
- Local: 507897
- Toll Free: 1-833-645-7897

Rural Outreach Support group (ROSe) for COVID-19

24/7 additional information, support, or guidance

- Toll Free: 1-888-918-0626