



MEDICAL STAFF DIGEST

A twice-weekly update for medical staff

Tuesday, August 25, 2020

Medical Staff Digests are sent out every Tuesday and Thursday.

Sections

COVID-19.....	1
Overdose prevention and response	3
Other organizational news.....	3

COVID-19

NH's COVID-19 resources

For more COVID-19 information, see these OurNH pages:

- [COVID-19 \(Coronavirus\)](#)
- [Pandemic Recovery Toolkit](#)
- [Physician website](#)

Provincial case counts and statements

As of August 24, 2020, there were **127** confirmed COVID-19 cases in the Northern Health region. Seventeen cases are considered active. As always, 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. Surveillance reports for COVID-19, which includes breakdown of cases by Health Service Delivery Area, are [posted every Thursday on the BCCDC website](#).

- [Joint statement on Province of B.C.'s COVID-19 response](#) – August 24, 2020
- [BCCDC Surveillance report](#) – August 20, 2020

COVID-19 Online Clinic: information on wait times

The COVID-19 Online Clinic was launched in March to help give Northern BC residents access to information and health advice on COVID-19, and virtual screenings by a nurse, physician, or nurse practitioner if required. The NH COVID-19 Online Clinic and Information Line can be reached at 1-844-645-7811.

The Clinic operates Monday to Friday, 10 am to 6 pm and Saturday, Sunday, and holidays, 10 am to 2 pm. Call volume is higher Monday to Wednesday.

Weekday wait times:

- Very high between 10 am and 12 pm (approximately 1-2 hours' wait)
- High between 12 pm and 2 pm (approximately 15-30 minute wait)
- Little to no wait time between 2 pm and 6 pm

See the [memo](#) for more information about clinic wait times and the testing requisition process.

Student practice and placements during COVID-19

Student placements at Northern Health have continued throughout the pandemic thanks to collaborative efforts of staff and our post-secondary partners. To give you the most up-to-date information on student practice and student placements at Northern Health, an [update memo](#) (OurNH link) has been created by the Education & Development department.

Information in the memo includes:

- Students must endeavor to meet all [provincially mandated placement prerequisites](#), and will adhere to all established safety protocols.
- How to determine the placement of students, educators and Employed Student Nurses (ESNs) within COVID-19 wards.

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

Trusted links and resources for COVID-19

- [BC Centre for Disease Control](#)
- [HealthLink BC COVID-19 page](#)
- [WHO FAQ](#)
- [Health Canada FAQ](#)
- [COVID-19 content in other languages](#)
- WorkSafe BC - [COVID-19 information and resources](#)
- 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 info**, 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](#).

Overdose prevention and response

Dual public health emergency increasing unpredictability in the illicit drug supply

In the context of the dual public health emergencies (opioid overdose and the COVID-19 pandemic) the illicit drug supply has become increasingly unpredictable, with more chance of dangerous contaminants. In addition to a Provincial [Overdose Alert](#) that was issued on March 22, [a regional overdose alert](#) was issued June 18, 2020 due to the rise in both fatal and non-fatal overdose events within our region. A local Overdose Alert was also recently issued in Prince George.

We are encouraging both NH and non-NH Take Home Naloxone (THN) sites to consider increasing distribution of naloxone and providing more than one THN kit to individuals that provide peer distribution within their community.

Within communities, access to harm reduction supplies should remain low-barrier, available in a variety of settings, and include both injection and smoking supplies — ideally in every community.

For further information please see [the BCCDC website](#).

Other organizational news

News from Across NH

Check your health information online! Join the free HealthLife trial for NH staff and medical staff

You can check online any time: see your own results for microbiology, radiology, pathology, and lab. You can also check your own hospital-based appointments. Full [details and FAQs here](#).

To sign up, [send us an email](#) with the last 4 digits of your Personal Health Number in the body.

(Note: The trial is for NH staff and medical staff only for now – no family members or friends yet).

Your feedback is important – tell us how we can improve! You have 2 feedback options and are encouraged to use both:

1. Email patient.activation@northernhealth.ca with the great, good, bad, or ugly. We want it all!
2. Complete the short survey at <https://www.surveymonkey.ca/r/HealthLifeSurvey>

Stikine Health Centre transfer improvements with process algorithm

Following joint discussions between the BC premier, the Ministers of Health and Transport, and the Tahltan First Nation on August 10, 2020, BC Emergency Health Services and Northern Health have been tasked to implement immediate changes to address interfacility transfer delays and improve access to care for the Dease Lake community and surrounding areas.

As a result of this, immediate changes have been made and a new transfer process algorithm has been developed.

See the [full memo](#) for details of the change and the new process algorithm.

New glucose meters for acute care facilities

In alliance with PHSA, Northern Health will be switching over to new glucose meter instruments provided by Nova Biomedical. The switch will be take place before the end of 2020.

All operators of the current Roche Accu-Chek Inform II glucose meters will have to be trained for the new Nova StatStrip glucose meters. Training will be provided by the project team and point-of-care department. Details will follow as a training plan is developed.

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

Staff recognition (RAARs)

Random Acts of Acknowledgment and Recognition (RAARs)

We know that as a Northern Health staff member, you often go above and beyond, and so do your co-workers. RAARs are a way for you recognize each other and say “thank you.”

- See the [latest RAARs](#)
- [RAAR someone today!](#)

Staff wellness

Resources for staff wellness are available in the right hand sidebar under the heading “Resources for stress and emotional support” on both the [COVID-19 page](#) and the [Pandemic Recovery Toolkit page](#) of OurNH.

Community Corner and Staff Deals

NH Community Corner: Buy, sell, and trade for NH staff members

Looking for a good used vehicle? Trying to sell your house? Community Corner is a private online swap-and-shop for NH staff members and medical staff. Categories include Housing to Rent, Housing for Sale, Pets and Livestock, Furniture and Appliances, Wanted, and much more.

- [Visit Community Corner](#)
- [Post your classified ad now](#)

Staff Deals: Get a special rate!

Did you know? Because you work at Northern Health, you can get discounts at a number of businesses, including hotels, food and dining, computers, clothing, insurance, and more. See the full list here: [Staff Deals](#).