



MEDICAL STAFF DIGEST

A weekly update for medical staff

June 7, 2022

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Clinical guidelines

Rabies and animal exposures: Seasonal reminder for clinicians

In humans, rabies infection is nearly always fatal. When started promptly, post-exposure prophylaxis with rabies immunoglobulin and vaccine is nearly 100% effective at preventing disease. **The Medical Health Officer (MHO) should be notified of any animal bite and all bat encounters regardless of the type of exposure.**

Clinician's role after an animal exposure:

1. Irrigate and treat wound
2. Provide tetanus booster if patient is not up to date
3. Contact the MHO on call for rabies risk assessment

MHO's role during consultation:

1. Assess the risk for rabies from the exposure
2. Discuss the need for rabies post-exposure prophylaxis (RPEP)

Note that MHO approval is needed to release RPEP in BC

3. Advise on the use of Rabies Immunoglobulin
4. Arrange appropriate follow up for the client

To prevent exposure, we advise that people avoid contact with bats, dead or alive. Never touch a bat with bare hands. Travelers, especially in developing countries, should avoid contact with all mammals.

If a patient presents with a history of contact with a bat in BC, or a bite from another animal, please call the Northern Health CD HUB at 250-645-3794 to assess the need

for vaccination (after hours and weekends please call the MHO on call at 250-565-2000, press 7, ask for the MHO on call).

COVID-19 news and updates

COVID-19 case counts and statements

Visit the [COVID-19 surveillance dashboard](#) from the BCCDC, to see graphs, maps, and data showing COVID-19 case rates, test positivity and vaccination coverage by local health area (LHA) and community health service area (CHSA).

As of June 2, **30,285** cases have been reported in the NH region since the beginning of the pandemic.

- New cases: **66**
- Currently in hospital: **11**
 - Currently in ICU level care in hospital: **1**
- Deaths in the NH region since the beginning of the pandemic: **350**

For the latest provincial numbers, see the [BC COVID-19 dashboard](#), which is updated every Thursday. The dashboard may not work in all browsers; Chrome is suggested.

As well, for a visual comparison of COVID-19 cases in BC by HSDA to other Canadian and global jurisdictions, see the [COVID-19 Epidemiology app](#). The following reports are updated every Thursday:

- [BC COVID-19 weekly pandemic updates](#)
- [BCCDC Situation Reports](#)

Trusted links and resources for COVID-19

- On the NH physician website:
 - [COVID-19 information and resources](#)
- OurNH resources:
 - [COVID-19 \(Coronavirus\)](#)
 - [Pandemic Recovery Toolkit](#)
- [Northern Health online booking form – COVID-19 test](#)
- [Northern BC community immunization coverage page](#)
- [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 Virtual Primary and Community Care Clinic: **1-844-645-7811**
- Northern Health Environmental Health Officer Line: **1-250-565-7322**
- 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

Provision of harm reduction services at festivals

The Provincial Health Officer, Dr. Bonnie Henry, recently issued a letter for festival organizers, promoters, local governments, health authorities, public safety officials, and the general public about the importance of holding festivals and events safely in the context of a toxic illegal drug supply and ongoing COVID-19 pandemic.

Harm Reduction Services are an integral component when planning and hosting summer festivals. Festivals across the province should engage with the local health authorities to ensure access to harm reduction services including naloxone kits and drug checking services to reduce the risk of toxic drug poisonings.

The full letter of recommendation is available on the [BC Government website](#) (PDF).

Resources

- Visit [Toward the Heart](#) for access to naloxone training and kits
- [Find a local naloxone site](#) in your community visit

Other organizational news

New virtual intensive outpatient mental health and addiction treatment program available to NH clients

A free virtual addiction treatment program is available to residents in the NH region thanks to a partnership between the Ministry of Mental Health and Addictions and Trafalgar Addiction Treatment Centres. There are 22 seats to the program available within the NH region. The Virtual Intensive Outpatient Mental Health and Addiction Treatment Program (VIOP) is an accessible choice for people who may have limited access to traditional bed-based programs or obligations that limit their ability to be away from home to seek help for their mental health and substance use.

Please see the memo (attached to the email digest) for the referral form, more detailed program information, and admission criteria.

Celebrate “What Matters to You?” Day on June 9, 2022!

Asking a simple question and genuinely listening to the answer is the premise of [“What Matters to You?” Day](#). This international movement, which began in Norway in 2014, encourages meaningful conversations between patients and health care providers (in more than 30 countries) by making room to discuss people’s hopes, dreams, goals, and desires. On June 9, let’s celebrate International “What Matters to You?” Day and all the meaningful conversations it helped start!

[Check out some great resources](#) from the BC Patient Safety & Quality Council to inspire and help you to ask “what matters to you?” and [learn more about the ways you can celebrate](#).

Town hall: Northern Health is going from paper to digital: What is the plan?

Join Dr. Andrew Deonarine, Dr. Dana Cole, and Bjorn Butow on **June 15 (from 5-6 pm)** on [Zoom](#) for a discussion about Northern Health’s SaferCare plan. For more information about SaferCare and the speakers, please see [the physician website](#).

For information about the event, and how to join (via Zoom or telephone), please visit the [Northern Health Continuing Medical Education website](#).

Town hall meetings and CME events for medical staff

Northern Health has been offering town hall meetings to share information about the COVID-19 pandemic, recruitment and retention strategies, to get feedback on upcoming plans and projects, and more! After every presentation, there will be time for questions and comments. There are also many interesting continuing medical education presentations coming up that we will be showcasing.

For more information about upcoming town hall and education events, including topics for each presentation and how to join the (virtual) meetings, please click into the schedule of events:

- [June 15 \(5-6 pm\): Town Hall \(Northern Health is going from paper to digital: What is the plan?\)](#) Speakers: Dr. Dr. Andrew Deonarine (Medical Lead, Informatics), Dr. Dana Cole, (Regional Director, Pharmacy Services; Clinical Lead, Safer Care), and Bjorn Butow (Director, Clinical Information Systems)
- June 16 (12-1 pm): Northern Health Indigenous Health presents: BC First Nations Health Governance Structures (one hour CME)
 - [Join via Zoom](#)

Dates and log-in information for these events will be posted to the [Continuing Medical Education site](#). The town hall events will be recorded.

Please contact physician.education@northernhealth.ca for access to the latest town hall recording.

UHNBC ground floor department phones will be refreshed June 7, 2022! Get the updated PG Phone Refresh Master Phone List and learn more about how this impacts you

We are pleased to announce the upcoming installation of the new Cisco phone system for UHNBC Ground Floor on Tuesday, June 7, starting at 7 pm. Please review this memo for the information that you will need.

Effected Departments

Aboriginal Liaison	Lab
Admitting	Morgue
Ancillary Services	NSQIP
ECCG	NTT
Foyer	Remote Reg Office
GAT	Security

Gift Shop	Spirit of the North
Health Records	SSMU
Hearing Clinic	Switchboard
Hospital Auxiliary	WHS

In addition to replacing the physical the phones, two significant changes will be taking place:

- Some phone numbers will get a new 10-digit number/local
- Local dialing will change from four to six-digits

Will my number change? Wherever we can, we are trying to keep numbers the same but there will be some circumstances that require a change. To find out if your number is changing, refer to the [list of departmental phone numbers](#) (OurNH link). Share your new number with frequent contacts and by updating your email signature and voicemail message in advance. Changes to the Global Address Listing will be initiated by the project team at the time of the cutover. If you don't see your number on this list or it is wrong, please contact phone.help@northernhealth.ca.

*Managers with a new number that require an EARL call routing change should submit a request via the ITS Service Desk

What about my extension? All your four-digit dialing will become 6-digit dialing by adding a prefix of 50. For example, if you used to dial 2444 to call the ER, you will now dial 502444. For non-refreshed areas of UHNBC, you will add a prefix of 70. For example, if you used to dial 2420 to call for Lab, you will now dial 702406. As we continue to refresh other departments at UHNBC, you will use the 50 pre-fixes for those as well (refreshed depts. listed below). This allows for internal 6-digit dialing across all upgraded NH sites and no long-distance charges. For a list of NH Cisco site prefixes, [click here](#).

- If working in a department with a Nortel (older style) phone, you will use the 6-digit number (starting with 50) to call refreshed areas and continue to use the 4-digit number for non-refreshed areas.
- Vocera number changes should be completed by your department's Super User
- MBMD number changes will be made by the MBMD Administrator after the change
- **Codes can be called by dialing EITHER 502222 or 2222 from ANY phone**

What about faxing? Faxing services will also be upgraded to provide an enhanced experience. Faxing will now be 10 digits (no 9 or 1 needed). Some fax numbers will also change but the old and new numbers will work for a period of 30 days so that contacts can be updated. You will receive a separate communication to alert you of the timelines around this change.

How can I get training on my new phone?

Click on the Teams link below to sign up.

- [Thursday, June 2 - 1000-1030](#)
- [Friday, June 3 – 1400-1430](#)

Questions/Issues – Contact Phone.Help@northernhealth.ca

COVID-19 Virtual Clinic data

Northern Health Virtual Clinic: Data on patient visits

The Northern Health Virtual Clinic supports after-hours access to COVID-19 and primary care services for those who cannot easily access these services in their communities. The goal is to connect people to their local primary care home wherever possible.

Monday, May 30

- 14 nursing assessments
- 57 primary care provider appointments from Chetwynd, Dawson Creek, Fort St. John, Houston, Moberly Lake, Prince George, Prince Rupert, Quesnel, Smithers, Telkwa, and Terrace

Tuesday, May 31

- 28 nursing assessments
- 76 primary care provider appointments from Burns Lake, Calgary (AB), Chetwynd, Fort St. John, Kitimat, Kitwanga, Pickering (ON), Prince George, Prince Rupert, Quesnel, Smithers, South Hazelton, Taylor, Terrace, Thornhill, Tumbler Ridge, Vanderhoof, and Witsset

Wednesday, June 1

- 27 nursing assessments
- 65 primary care provider appointments from Charlie Lake, Dawson Creek, Fort St. John, Hazelton, Houston, Kitimat, Nazko, New Aiyansh, Prince George, Prince Rupert, Quesnel, Rolla, Terrace, Thornhill, and Tumbler Ridge

Thursday, June 2

- 16 nursing assessments
- 61 primary care provider appointments from Burns Lake, Charlie Lake, Dawson Creek, Endako, Fort St. John, Houston, Kitimat, Mackenzie, Prince George, Prince Rupert, Quesnel, Smithers, Terrace, Thornhill, Thunder Bay (ON), Victoria

Friday, June 3

- 13 nursing assessments
- 63 primary care provider appointments from Burns Lake, Chetwynd, Dawson Creek, Fort St. John, Houston, Kitkatla, Old Masset, Prince Rupert, Quesnel, Smithers, Terrace, and Vanderhoof

Saturday, June 4

- 6 nursing assessments
- 35 primary care provider appointments from Charlie Lake, Chetwynd, Dawson Creek, Fort St. John, Fraser Lake, Houston, Prince George, Prince Rupert, Quesnel, Rosswood, Smithers, South Hazelton, Terrace, and Tumbler Ridge

Sunday, June 5

- 8 nursing assessments

- 40 primary care provider appointments from Abbotsford, Burns Lake, Dawson Creek, Fort Fraser, Fort Nelson, Fort St. John, Houston, Kitimat, Prince George, Prince Rupert, Quesnel, and Terrace

Wellness and more

Resources for wellness are available on the [Health and Wellness page](#) of the Physicians Website. For more information on [staff deals](#), the [NH Community Corner](#), and [RAARs](#), visit [OurNH](#).