



# COVID-19 DIGEST

MEDICAL STAFF

Monday, May 4, 2020

**Physician updates will be sent out Monday, Wednesday, and Friday.**

For the latest news and resources on COVID-19, visit the [Coronavirus page on OurNH](#) or on the [physician website](#). Printable PDFs of these updates are on the physician website.

## Provincial case counts and statements

- **As of May 2, 2020**, there were **49** confirmed COVID-19 cases in NH.
- **Province of BC statistics:**
  - Confirmed cases: **2,171** (**26** new)
  - Deaths: **114** (**2** new)
  - In hospital: **72** (**23** in ICU)
  - Recovered: **1,376**
- [Joint statement on Province of B.C.'s COVID-19 response](#) – May 2, 2020

## Dashboard provides detailed look at BC data

For data broken down by health authority, see the [BC COVID-19 dashboard](#) (may not work in all browsers; Chrome is suggested).

## Updated COVID-19 order sets

Updates have been made to the VTE prophylaxis section in both the [COVID-19 Adult Admission Orders \(non-ICU\)](#) and [COVID-19 ICU Orders](#). Please refer to the revised order sets for appropriate VTE management in the COVID-19 population. Replace any print copies if they exist to ensure the most recent copies are in circulation

## Are you interested in working in the COVID-19 virtual clinic?

- Northern Health has established a virtual clinic for Northerners. Members of the public can call in to get COVID-19 screening information and be referred for COVID-19 testing, or a consult from a physician or nurse practitioner, if needed.
- **What does working a shift involve?**
  - Shifts consist of virtual consultations with callers and are four hours long.
  - Mandatory training and orientation will be provided before the first shift. Training will take 30 minutes to an hour and will be compensated at the FP sessional rate.

- Providers can take their shifts from anywhere with internet.
- Shifts will be listed on ByteBloc (electronic scheduling software, COVID-19 NH Virtual Clinic Call Roster).
- Documentation will be in C-MOIS. If you do not have a C-MOIS account, please mention this when scheduling your training session.
- **How do I get paid if I work in the virtual clinic?**
  - Compensation will be paid at sessional rates as set out in the PMA.
  - Physicians that have been recruited to assist with the pandemic by Northern Health will be added to a “Group Service Contract.”

If you are interested in working in the virtual clinic, contact Dietrich Furstenburg, NI Rural Medical Director: [dietrich.furstenburg@northernhealth.ca](mailto:dietrich.furstenburg@northernhealth.ca)

## Updated essential visitor policy now available

- To respond to the pressing need for facilities and staff to have clarity during the COVID-19 pandemic, a [new policy has been developed on essential visitors](#) (**OurNH link**).
- This policy provides a consistent approach in all Northern Health facilities and provides guidance to all team members for decision-making while considering the balance between mitigating risk while ensuring person- and family-centred care.
- Areas covered in the policy include:
  - [COVID-19 visiting rules](#)
  - [Essential visits for compassionate care](#)
  - [Essential visitors for maternity, NICU, and pediatrics](#)
  - [Essential visitor poster to display at sites](#)
  - [Essential visitor sign in sheet](#)

For further details, see the [full memo](#).

## Personal effects and communications for COVID-19 presumed cases

- As part of Northern Health’s response to COVID-19, visitors are restricted to essential visits only, for adult patients who are admitted to hospital with a confirmed or suspected COVID-19 positive diagnosis. Three documents have been included to provide direction and guidance on this for staff, patients, and their families.
- The first document provides direction and guidance to operational leadership and clinical teams on communication with families and transfer of personal effects: [Process for Staff: Communication and Personal Effects in Acute Care for COVID Positive/Potential Adult Patients](#).
- The second document provides guidance to LTC staff on how to respond to and answer questions from family members of residents: [LTC Staff - Communication Plan, Personal Items, Visitation, and Script – NH Guideline](#). (**OurNH link**)
- The third document is a hand out for patients and their family’s outlining visiting rules and answers some frequently asked questions around how they can receive updates, communicate with their loved ones, and the process to bring the patients their personal

belongings: [Process for Families: Communication and Personal Effects in Acute Care for COVID Positive/Potential Adult Patients.](#)

For further details, see the [full memo.](#)

## **New COVID-19-related issue of Healthier Northern Communities E-Brief now available**

As the North responds and adjusts to the COVID-19 Pandemic, we have adapted the [Healthier Northern Communities E-Brief](#) to share ideas from our local communities, and resources from around the world.

You will see two new sections this month. The first profiles stories of small and/or northern communities that are highlighting their innovation and resilience to respond to challenges, particularly amongst vulnerable populations. A later section summarizes opportunities for you and your organizations to share experiences, ideas and feedback with decision-makers and researchers about how COVID-19 is affecting you.

## **Physicians in self-isolation**

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

### **Trusted links and resources**

- [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](#)
- 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 webpage on current health topics](#).

### **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