

Physician FAQ – NH Online COVID Clinic

1-844-645-7811

Description of the Line

Northern Health is implementing an Online COVID-19 Clinic, to help answer questions and concerns from Northern BC residents. We are launching this service to ensure people have access to information, health advice and an online clinic to reduce the transmission of COVID-19, while reducing demand on emergency rooms and other health services.

This toll-free service 1-844-645-7811 will be staffed by nurses and primary care providers. It will offer information, virtual screening and assessment for individuals who feel they may have COVID-19 or feel they have been exposed.

Patients will be referred directly to testing sites. Those who have higher risk will be connected to a virtual visit with a GP or NP.

The service will be staffed 24/7 for now, but service levels may be reduced depending on demand.

Can I direct my patients to the online *COVID-19 Clinic*?

If you do not have the capacity or virtual care options to see your patients who are concerned that they may have COVID-19, you are welcome to re-direct your patients to this line.

Will results and information be communicated with my office?

The providers staffing the line will be generating a visit note to send to your office to let you know that your patient was seen and what the outcome of that visit was.

Will the online *COVID-19 Clinic* do routine prescription refills?

No, though we may provide short-term (2 week) emergency refills for symptomatic patients.

I would like to do virtual care from my office what are the options? Can you help me set this up?

Yes, we can help you with this. Northern Health has a virtual visit platform called Pexip. For assistance setting this up at your office, contact the Northern Health Service Desk at servicedesk@northernhealth.ca.