

Clinical Response Guideline for COVID-19 Virtual Clinic Substance Use Pathway

(Client calls the Northern Health COVID-19 Online Clinic)

Client Phones the Northern Health COVID-19 Online Clinic

811 instructs the client to call the line, they phone the line directly, or they call with service provider support

Standard COVID-19 risk screening is performed by call centre attendant (may be rerouted to acute care services if medical needs are urgent)

Do you use alcohol or drugs and need access to safe supply or treatment?

If client is high-risk screen for COVID-19, they will concurrently follow the established care pathway through the virtual clinic for medical support in addition to the substance use pathway

Yes

Don't know

No

Registration is completed and call is transferred to Tier 2 (nursing) with reason: COVID-19 assessment, substance use assessment

1. COVID-19 standard nursing assessment is completed with client
2. Substance use questionnaire completed with client
3. If high-risk screen for COVID-19, basic substance use assessment and history are taken and documented in CMOIS
4. Task to "Urgent Virtual Substance Use Clinic 1 NHA"
5. Inform the patient that they will be contacted by the substance use clinic next business day to arrange further support.

Standard COVID-19 Online Clinic routing

Note that COVID-19 Online Clinic operates Monday – Friday: 7 am - 10 pm, and Saturday, Sunday, and statutory holidays: 8 am - 8 pm. The substance use virtual clinic will run for specific scheduled hours 7 days a week. Administrative support for scheduling will be available Monday to Friday during standard office hours with booking and referral follow-up occurring within 24 hours during the week and on Mondays if the referral is sent over the weekend.

Client requires virtual substance use clinic appointment

1. Administrative support staff contacts client and books them into the virtual substance use clinic
2. Prior to appointment, administrative support connects with client and trials Pexip
3. Client is transferred to care provider who is working the clinic
4. Care provider completes consultation and makes recommendations

Does the client require follow up?

Yes

No

Administrative support makes follow-up arrangements

1. Consultation is forwarded to primary care provider
2. Client is referred to local resource/team where available
3. A follow up appointment is arranged through the virtual clinic where a local resource is not available

Administrative support forwards consultation to primary care provider

Client is issued a prescription through the virtual clinic from a care provider

1. Prescription is sent by administrative support staff to pharmacy closest to patient and able to work within risk mitigation/virtual clinic framework
2. Medication is delivered to client by pharmacy staff, delivered by healthcare team members, or picked up by client at the pharmacy while following social distancing guidelines

Client is self-isolating utilizing a temporary accommodation space through BC Housing

1. Community team working with BC Housing to support self-isolating clients incorporates recommendations from virtual substance use clinic into client's plan of care
2. Planning and response work follows the [Clinical Response Guidelines for COVID-19 for community-based services](#)