

Clinical Response Guidelines for COVID-19 for community based services

(e.g., 1:1 and group sessions, community outreach)
Other guidelines and resources on [OurNH COVID-19 page](#)

SCREENING - in advance by phone AND when arriving in-person, for EACH encounter, for patient AND household members

Are there ANY compatible COVID-19 symptoms: fever, chills, cough or worsening of chronic cough, shortness of breath, runny nose, sore throat, loss of sense of smell or taste, headache, fatigue, diarrhea, loss of appetite, nausea and vomiting, muscle aches

Personal Protective Equipment (PPE) - Regardless of screening results, when providing direct physical care to patients (within two metres), perform thorough hand hygiene, don PPE: medical mask, eye protection, and gloves

Yes

Known positive

Don't know

No

Recovered

1. Don additional PPE: gown. If normal practice to wear booties, please continue to do so.
2. Ask patient to wear a medical mask and support thorough hand hygiene.
3. If there are others nearby in the outreach setting who are involved in direct care, ask them to wear a medical mask and perform thorough hand hygiene.
4. Use additional PPE: N95 mask for aerosol generating procedures (see additional precautions on page 2).

Low risk screen of COVID-19:

- Use routine precautions

PROVIDE ROUTINE CARE

One-to-One Clinical Session

1. Determine if clinical visit can be provided virtually (e.g., by telephone).
2. If virtual visit is appropriate schedule and proceed as usual, consider shorter more frequent virtual visit as per client plan of care.
3. If not possible or suitable to conduct virtual care session, conduct screening as per above, determine if in person session is suitable and provide routine care utilizing routine practices and appropriate PPE.

In Person Clinical Service – (e.g., Medication clinic)

1. While continuing to provide essential services, you should adopt these measures:
 - Encourage and provide access to hand hygiene.
 - Encourage respiratory etiquette (e.g., cough or sneeze into elbow or sleeve, dispose of tissues properly).
 - Disinfect high touch surfaces, counters, and tables frequently.
 - When possible without limiting access, increase physical space between individuals.
2. Follow appropriate PPE precautions as above and provide care

Home Visit - [Clinical Response Guidelines for COVID-19 for in-home visits and in-home care provision](#)

Community Outreach

1. While continuing to provide essential services, you should adopt these measures:
 - Encourage and provide access to hand hygiene.
 - Encourage respiratory etiquette (e.g., cough or sneeze into elbow or sleeve, dispose of tissues properly).
 - Disinfect high touch surfaces, counters, and tables frequently.
 - When possible without limiting access, increase physical space between individuals.
2. Follow appropriate PPE precautions as above.
3. [NH FAQs Using PPE during the COVID-19 Response](#)
4. [PPE Required During COVID-19 Pandemic: Community Health Services](#)
5. Overdose Response - http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_RespondingToOpioidODsInOPS_SCS.pdf

Group Session

1. Continue virtual options for group sessions, if resuming in person group session consult with PHO.

Contact Aaron Bond and/or Michelle Lawrence

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If at any time the patient presents shortness of breath, difficulty breathing, chest pain, confused, OR loss of consciousness

Patient Requires Higher Level of Care

1. Contact the Emergency Department to provide pre-notification of suspected COVID-19 patient's arrival.
2. Assist patient in determining safe transportation – <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/clinical-care/first-responders>
3. Inform patient to present to the Emergency Department Triage Desk and not the waiting room.
4. If urgent care required, call '9-1-1' to arrange transport to Emergency Department: State "Suspected COVID-19 (Coronavirus)."

When appropriate, use these guidelines in conjunction with [Site Preparation Checklist for COVID-19 for outpatient settings](#)

SCREENING & PPE

- Screen **ALL** patients for COVID-19 symptoms
- Follow guidance for PPE usage, donning and doffing: [Personal Protective Equipment](#) (BCCDC).
- Health care workers will perform a risk assessment at point of care; staff may require additional PPE.¹
- For additional PPE information and guidance, see [OurNH COVID-19 page](#) under Personal Protective Equipment (PPE) header.

ISOLATION (CONTACT/DROPLET PRECAUTIONS)

- Immediately upon high risk screen in a care setting, escort patient to **Designated Care Provision Area** using **Designated Route of Movement** (if available)
 - **GOAL:** rapid isolation of patient to reduce risk of transmission
 - Minimize patient movement; and traffic/visitors into patient room
 - Post signage on door
- For all high-risk screens, ensure all relevant staff are aware of room cleaning requirements prior to next patient use.

RESOURCES

COMMUNICABLE DISEASE TEAM: 1-855-565-2990 or CentralCDHUB@northernhealth.ca from 8:30 am to 4:30 pm Monday to Friday. After hours, NH Medical Health Officer on-call 250-565-2000, press 7 for Switchboard Health

NH COVID-19 ONLINE CLINIC AND INFORMATION LINE

- To help answer questions and concerns from Northern BC residents: **1-844-645-7811**
- To assess symptoms and refer to NH collection site for COVID-19 testing if needed

PROVINCIAL WORKPLACE CENTRE

- If suspected Health Care Worker exposure: 1-866-922-9464

INFECTION CONTROL PROFESSIONAL: contact as needed

BCCDC: for additional information

OurNH COVID-19 page: Please contact Northern Health Communications Advisor, Bailee Denicola at Bailee.Denicola@northernhealth.ca if you require signage, patient information handouts, or other resources found on OurNH.



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¹ [PPE Allocation Framework](#), p.16; NH Department Risk Assessment, p.11

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