

PROVIDER GP/NP VC PEARLS

Issued 31-03-2020

LOGISTICS

COVID19 Virtual Clinic is being operated on site at the Brunswick Building located at 1411 3rd Avenue.

REASONS FOR LINE

Northern Health has implemented an Online COVID-19 Clinic, to help answer COVID19 related questions and concerns from BC residents. This service will help 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.

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

SCOPE OF SERVICE

Allay fears.

Screening appropriate patient groups for the likelihood of Corona virus.

Referral for COVID19 testing as indicated in accordance with current guidelines.

Refer to higher level of care for physical assessment as required.

Provide prescriptions for urgent care if needed.

CURRENT TESTING GUIDELINE

These guidelines are changing frequently, please review prior to shift.

BCCDC link: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/lab-testing>

MEDICAL STAFF CALL CENTRE SUPPORT LINE

A 24/7 Physician Call Centre has been established to support physicians dealing with the Covid-19 impact and response. The Call Centre can be reached through the following:

Number: 250-645-7897

Local: 507897

Toll Free: 1-833-645-7897

VIRTUAL CLINIC HANDOVER

- Review COVID19 testing guidelines (BCCDC.ca) & Lab Updates (LAB section in binder)
- Ask previous shift about any tech issues. If yes, report to IT staff.
- Sign into cMOIS, Dragon if required
- Login to PEXIP via Google Chrome: video.northernhealth.ca, meet.c# (see instructions)
- End of shift:



- ****if not all patient visits completed, please advise clinic coordinator so appointments can be moved to next provider's daybook****
- wipe down workspace (phone, headset, keyboard, etc. with CAVI-Wipe)

DOCUMENTATION

The following is required:

- PROGRESS NOTE - you may use an already-made template (called VC GP/NP ASSESSMENT), or type your own. ****Ensure you discharge (D) patient in cMOIS when visit is complete.****
- CONSULT NOTE – template URGENT VIRTUAL CLINIC CONSULT NOTE. This will auto-populate with your progress note. You will need to input primary recipient.
- Task COORD to distribute consult note &/or lab requisition, etc. Coordinator will arrange testing within patient's community.
- If sending patient to ER, enter service event code - **ACT116**.

VIRTUAL CLINIC PEARLS

- F4 for progress note template VC GP/NP Assessment
- Review ENCOUNTER list to see nursing encounter note.
 - ****Calls directed from 811 will NOT have a nursing encounter note.****
- “TASK” the COORD to arrange COVID19 testing / consult distribution / sick note distribution
- SICK NOTE / off work note template available under MISC req. You will need to input date for return to work. “TASK” the COORD to arrange delivery of note to patient.
- Headset – ensure mute button on attached cord is off. Volume can be adjusted here as well.

ESSENTIAL HEALTH CARE WORKERS

- HCW1 - Individuals in roles critical to direct patient care delivery (i.e. physician, nurse, pharmacist, radiology technician, etc.)
- HCW2 - Individuals in roles that are critical to supporting patient care delivery (i.e. housekeeping, food services, facilities maintenance, etc.)

LAB PROCESS

When a patient meets the criteria and needs to be sent for a COVID-19 testing:

- **Clearly state the site will contact him/her regarding where and when to come in for screening. Patients are not to present for screening, without being contacted first.**
- Create the requisition for the COVID-19 swab (PHSA req) in cMOIS and task to the COORD to arrange testing.

PRESCRIPTIONS

- If Rx required, enter in cMOIS prescription folder
- Document Rx in progress note
- CALL prescription into pharmacy in patient's community.
- ****If pharmacy closed and no means to leave a message, call the Rx in in the morning****