

General Practice Pandemic Checklist Framework for COVID-19

Purpose: to provide a tool for general practice to identify, develop and implement business continuity, apply preventative infection control, and assist environmental/workforce planning at every pandemic phase of Covid-19

Introduction

The “new normal” process for primary care means a separation process to keep the “well” away from “those who have symptoms that could be Covid-19”. In this “new normal” all practices will need to have “green” and “red” zones and processes to allow for the safe treatment of patients with acute respiratory infections (and COVID-19 symptoms), whilst managing patients presenting with other acute conditions, vulnerable populations, and those requiring long-term condition management, alongside the continuation of preventive medicine such as immunisation and screening programmes.

All practices need to have embedded systems that:

1. Screen/Triage all patients to identify the potential COVID-19 patients
2. Keep potential COVID-19 patients out of contact with others.
3. Protect potential COVID-19 patients from each other.
4. Protect staff from exposure to COVID-19.

This Checklist is designed for use by the general practice team to regularly check that there are systems in place to ensure the four points above are being adhered to and identify any gaps. It has been developed from the Covid -19 Primary Care Alert Response Framework from the MOH Escalation Strategy Framework.

PLEASE ALWAYS REFER TO THE MOST UP TO DATE MOH CASE DEFINITION AND TESTING STRATEGY, PPE AND INFECTION PREVENTION AND CONTROL DOCUMENTS

References to relevant websites are located at the bottom of page

Mahitahi Hauora PHE acknowledge Auckland PHO and the NRHCC in the development of this document.

Area	Indicator and Reference	Date checked	Follow up actions and staff responsibilities
Appointment information via multiple channels	Available on Practice website and patient portal		
	Telephone automated advice information for in and out of hours		
	Facebook and other social media if using this tool		
	Ensure Covid-19 Healthline phone number available 0800 358 5453/0800611 116		
Outside/door	Door signs displayed current information and are in good condition		
	QR code posters visible and working		
	Doors locked (depending on alert level or practice plan)		
	Information process and phone number for walk- in patients to call		
Inside/waiting room	2 metre spacing between chairs		
	Limit patient numbers in waiting room - ensure separation of red/green streams		
	Hand sanitizer available		
	Masks available and use as required		
	No touch waste bin		
	Minimal soft furnishings		
	Magazines and toys removed		
	Infection control and COVID-19 posters/information available and displayed		
Reception	Receptionist/staff uses COVID-19 screening triage protocol and identifies patients streamed red/green or redirected to testing centre		
	Printed copy available at desk for staff to follow		
	Screen in place or 1.5 -2 metre distance between patient and receptionist		
	Patients with COVID-19 symptoms asked to wait in specified areas, e.g. outside, in a car, in separate rooms.		
	Touch points (e.g. EFTPOS terminals and door handles), cleaned with virocidal product after each patient and staff contact		
	Cash payments discouraged; contactless card payments available where possible		


Area	Indicator and Reference	Date checked	Follow up actions and staff responsibilities
Vulnerable patients, Equity focus and Screening	Process to identify at -risk or vulnerable patients for example; <ul style="list-style-type: none"> • Māori and Pacific patients with moderate to complex needs • Patients who are at end-of-life. Pre-emptive care includes advanced care planning • https://www.northlanddhb.org.nz/your-health/health-resources/advance-care-planning/ 		
	Process developed for remote monitoring or keeping well at home (Notably immunisations, palliative care etc).		
	Identify essential services to be provided safely face to face/in practice/at home or ARC facility		
	Refer to the NSU and NCSP screening guidance for each alert Level https://www.nsu.govt.nz/health-professionals/covid-19-information-screening-providers		
COVID-19 - primary care priority services	Staff have access and understand clinical services by Alert level https://northland.communityhealthpathways.org/		
	Impact on local services https://northland.communityhealthpathways.org/723635.htm		
Triage Protocol	Separation of patients with potential COVID-19 symptoms – red/green streams		
	Staff assigned to triage		
Technology	Up to date virtual consult technology installed on PMS https://www.telehealth.org.nz/covid-19/ https://www.healthcarehome.org.nz/hch-moc-overview		
Covid Testing Centres	Community testing centre details updated PRN https://www.northlanddhb.org.nz/home/covid-19/covid-19-northland-hub/		
Swabs	Staff roster for swabbing services Staff monitoring swab supplies		
PPE	Hand sanitizer and face masks available in various locations		

	Hand washing poster above all wash basins		
	Staff member identified to monitor PPE stock levels		
	Staff roster for swabbing services		
	Ensure PPE Christmas supplies sufficient for seven days		

Area	Indicator and Reference	Date checked	Follow up actions and staff responsibilities
	Staff understand PPE donning and doffing protocols . Where possible, staff work in buddy system to don and doff PPE.		
	How to put on and remove PPE poster on the wall in the area where staff don and doff PPE		
Infection Control	Practice Policy up to date		
	Cleaning procedures understood by clinical staff		
	Process if practice has a positive COVID-19 case is available here <u>Responding to an unexpected positive case within practice</u> https://northland.communityhealthpathways.org/722358.htm		
Swabbing and consultations	Staff have access to updated information on testing priorities		
	Staff minimising exposure with patients to less than 15 minutes where possible		
	Using e-prescribing and e-labs		
	Utilising face to face, telephone and virtual consultations as appropriate		
	Utilising <i>Your Health Summary</i>		
	There are separate staff for swabbing (where possible)		
	Lab form, e-notification and SURV codes understood		
	MoH agreed Covid-19 PMS classifications added to patient's Daily Record		
	All staff vaccinated and documented on vaccination register		

Staffing and Communication	Practice Pandemic Leader appointed and communicates frequently to staff via huddles, ensures Medinz and PHO information circulated		
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Area	Indicator and Reference	Date checked	Follow up actions and staff responsibilities
	Vulnerable staff identified and working in green stream or from home where possible.		
	Clear process documented for staff who work across multiple medical/Primary Care sites		
	Contact details up to date		
	PPE training for new staff undertaken and documented		
	Unwell staff do not return to work until cleared of infection		
	Plan in place if multiple staff are away/stood down		
	All have essential worker staff identification		
	All receive Medinz		
	All know about the importance of Northland HealthPathways		
	All staff are aware of the Covid-19 0800 Healthline number		
	Staff are aware of contact numbers for Northland CIQ, NDHB COVID clinician advice line and Mahitahi Hauora COVID operational advice line		
Patient Information	Pre -test/swab information provided (symptomatic and asymptomatic)		

	 Streaming info for pts.docx Red/ green streaming info for patients		
	Results information and follow up provided		
	If your patient tests positive, the following websites will help them organise their animals if family/friends aren't able to help. https://www.agriculture.govt.nz/protection-and-response/animal-welfare/animals-in-emergencies/ https://www.sPCA.nz/		
Practice Closure	Practice has a plan in place if required to close due to a confirmed case or due to due to workforce issues		
References	https://www.arphs.health.nz/ https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-health-professionals/covid-19-primary-care#quickref https://www.rnzcgp.org.nz/covid19 https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-resources-health-professionals		