

# NEW COVID-19 CARE PATHWAYS: GENERAL PRACTICE CHEAT SHEET

## Patient Entry Points to the COVID-19 Care Pathway:

### Multiple Entry Points:

- Online: [COVID Care Self Checker QH](#)
- Phone: National Coronavirus Helpline **1800 020 080**
- Contact your Primary Healthcare Provider
- Phone: Billie Bot Digital Assistance Phone Survey **1800 845 298**

SMS for PCR result and reported positive RAT are directed to the above entry points. People will be triaged as:

- **Low risk** – can be self-managed at home
  - **Moderate risk** – can be managed by GPs in their homes
  - **High risk** – to be managed by the HHS either through the virtual ward or in hospital
  - **Critical** – call 000 for emergency care
- >> See diagram on the right for pathway – click to view >>



Queensland Health Asset Library link to Poster Resources: [Asset Library | Queensland Health](#)

## Healthdirect Australia (National Coronavirus Helpline)

Inbound calls for health information, advice and assessment: risk stratification & health advice + GP Notification or Health Service push notification as required.

The National Coronavirus Helpline

People can call and speak to a Healthdirect call agent and will be triaged based on national guidelines. Where symptoms and / or risk factors are moderate or high the call will be transferred to a clinical call agent. **For people identified as medium risk, Healthdirect will notify their GP**, with the persons consent, via secure messaging. The GP notification does not imply medicolegal responsibility, as it is not a clinical referral per se.

## Overview of QLD Health Resources for Primary Care Providers

[Information for primary care | Queensland Health](#) (Last Updated 03/03/2022)

## COVID-19 Pathways of Care Summary for General Practice (Feb 2022)

The following COVID-19 pathways of care summary provides details of the Queensland Health patient initiated COVID-19 care for General Practitioners.

[COVID-19 Pathways of Care - Summary for General Practice | Queensland Health](#)

**COVID-19 Pathways of Care**  
Summary for General Practice  
February 2022



## Western QLD HealthPathways

All key information is available for health professionals

**Login:** [Home - Community HealthPathways Western Queensland](#)

## Escalating Care / Electronic Referrals

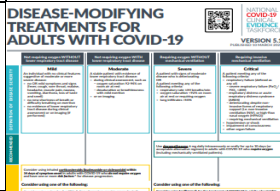


NWHHS/CWHHS/SWHHS are tailoring the electronic referral forms for practice software.

When a patient is identified as suitable for escalation, healthcare providers should phone the local hospital's COVID-19 Senior Medical Officer to discuss referral and admission (contact details can be found in **HealthPathways**), and provide an electronic referral. Where possible, referrals to hospital-managed COVID-19 services should be submitted via existing referral channels (i.e. Smart Referrals, Medical Objects, fax).

## Escalation Pathways Link

*"What to do when your patient requires a higher level of care."*

[COVID-19 Escalation pathway – what to do | Queensland Health](#)

<b>COVID-19 Treatment Guidelines for mild-moderate disease (Adults)</b> <i>Published by Queensland Health, February 2022</i>	<a href="#">COVID-19 Treatment Guidelines for mild-moderate disease (Adults)</a>
<b>Disease-Modifying Treatments for Adults with COVID-19</b> Version 5.1 Published 10 March 2022	 <a href="#">FLOWCHART-12-DMT-FOR-ADULTS.pdf (covid19evidence.net.au)</a>
<b>Information for Primary Care</b> Summary of Queensland COVID-19 model of care	<a href="#">Information for primary care   Queensland Health</a>
<b>Clinical Guidelines (Qld Health)</b> Includes: COVID-19 assessment, treatment, and management and COVID-19 therapies	<a href="https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/clinical-guidelines">https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/clinical-guidelines</a>
<b>Covid-19 Information for Clinicians Website (Qld Health)</b>	<a href="#">COVID Care Preparation and Pathways   Queensland Health</a>
<b>Patients receive SMS with positive PCR result.</b> Sample Message	<p><b>Message Example:</b> FIRSTNAME, DOB, your COVID-19 test on DATE is <b>POSITIVE</b>. You and your household members must immediately isolate at home. If you need urgent medical care, call 000 <u>and</u> tell them you have tested positive to COVID-19. You should complete the online QLD Health COVID Care Self-Checker <a href="http://www.qld.gov.au/health/covidcare">www.qld.gov.au/health/covidcare</a> or call the National Coronavirus Helpline (interpreters available) on 1800 020 080 and follow the health advice. An additional public health survey will be sent separately for you to complete. For more information, visit 'What to do if you have COVID-19' <a href="https://www.qld.gov.au/health/covid19/diagnosedcase">https://www.qld.gov.au/health/covid19/diagnosedcase</a> (Lab identifier, Lab name)</p>
<b>Patients receive text once they have reported positive RAT.</b> Sample Message	<p><b>Sample message to positive RAT registration sent by Qld Health:</b> Thank you for registering your result. Now complete the online QLD Health COVID Care Self-Checker <a href="http://www.qld.gov.au/health/covidcare">www.qld.gov.au/health/covidcare</a> or call the National Coronavirus Helpline (interpreters available) 24/7 on 1800 020 080 and follow the health advice. Depending on your symptoms and other health conditions, you'll be advised about the right type of COVID care for you. Most people will be well enough to manage their own symptoms at home, but some people will need some medical care.</p>
<b>Report your positive RAT Result</b> Online form to report positive RAT within last 14 days	<a href="#">Rapid Antigen Test Registration   Queensland Government (www.qld.gov.au)</a>
<b>Asset Library – Qld Health</b> Patient Fact Sheets for use by Primary Care are available A library of resources and posters have been developed by QLD health to assist with ongoing patient care and support.	<a href="#">Asset Library   Queensland Health</a>  <p>Library of fact sheets for Health professionals only. (URL not to be shared with patients).</p>
<b>Asset Library – Qld Health – First Nations People</b> A library of resources and posters have been developed by QLD health to assist with ongoing patient care and support.	<a href="#">Asset Library   Queensland Health</a>  <p>Library of fact sheets for Health professionals only. (URL not to be shared with patients).</p>
National COVID-19 Clinical Evidence Taskforce <b>RISK CLASSIFICATION TOOL FOR ADULTS WITH MILD COVID-19</b>	<a href="#">Risk Classification Tool</a>