COVID-19 General Practice Preparation Guide

COVID-19 Engaged Leadership

1. Nominate a person in the practice who will be responsible for accessing and circulating COVID-19 information daily. This person will need to have access to the internet to access important websites from the WQPHN, Queensland Health (QH), and the Department of Health (DOH), and should also be in contact with their local Hospital and Health Service (HHS) via their local GPLO or PCLO.
   Name of Communication staff member: _____
   Name of local HHS GPLO / PCLO: _____
   Name of WQPHN Coordinator: _____
   List of websites:
   https://www.wqphn.com.au/news-events/coronavirus
   https://wq.communityhealthpathways.org/723535.htm
   https://www.health.qld.gov.au/

2. Convene a daily team meeting of practice staff to disseminate information and discuss concerns or issues. Use the COVID-19 Emergency Management Daily   Plan to guide meeting and document outcomes and actions

   Name of Daily Team Meeting organiser: _____
   Time and location of Daily Team Meeting: _____

3. Ensure staff have access to COVID-19 and infection control training and education materials.
   - WQPHN - https://www.wqphn.com.au/news-events/coronavirus
   - QLD Health - https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19
   - Dept Health - https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert
   - RACGP - https://www.racgp.org.au/coronavirus

   Keep a record of training completed in your practice.
   Name of COVID-19 Education Officer: _____
   All staff to complete training modules https://covid-19training.gov.au/   by: _____

COVID-19 Patient Centred Care

4. Identify and contact local pathology company for pathology requirement testing protocols, restocking of swabs
   - Create and distribute a COVID-19 testing workflow if appropriate for your practice.
   - Location of Public Health Unit notification form: _____
   https://www.wqphn.com.au/news-events/coronavirus/practice-information-pack

   Name of person responsible to monitor and maintain Pathology Stocks _____

5. Implement COVID-19 specific triaging procedures and waiting-room management.
   WQPHN have developed a Triage checklist which is available here.

   Name of person responsible to monitor and maintain: _____

6. Use GoShare to deliver appropriate education materials to patients.
   Ensure practice staff have access to GoShare.
   What cohort of patients will you target: _____
   GoShare: https://goshare.realtimehealth.com/

   Name of person responsible for set up and maintenance: _____

7. Review your external practice communication strategy with appropriate messaging for your patients
   - Update your phone message
   - Adapt your online appointments
   - Update your practice website
   - Review SMS messaging protocols and standard messages
   - Ensure any other communication via phone or face to face is consistent
   - Update your Social Media with useful patient information

   Name of person responsible to monitor and maintain: _____

8. Be aware of your at-risk group and develop a plan for managing them. The at-risk group for COVID-19 includes the following:
   - Indigenous patients over 50 with two or more chronic conditions
   - Older patients with two or more chronic conditions
   - Patients over 70 years of age
   - Patients with a cancer diagnosis and / or are immunocompromised
   - Patients with specific chronic diseases

   CAT4 Plus can be used to generate a patient list for your practice. A guide for the above categories can be found here: https://www.pencs.com.au/covid-19-gps/

   Name of person responsible to monitor and maintain: _____

COVID-19 Infrastructure

9. Review areas of your practice to enforce physical distancing and infection control. For example:
   - Ensure chairs in the waiting room and consultation rooms are 1.5m away from each other, remove excess chairs or place elsewhere in the practice
   - Use coloured tape to demarcate protected areas in consultation rooms and at the reception desk
   - Consider installing transparent "sneeze guards" at the reception desk and consultation rooms
   - Ensure masks, tissues, hand sanitisers, waste bins are available for staff and patients
   - Consider utilising protected outdoor areas as waiting spaces
   - Have concise visual signs outside entrance and inside at reception, waiting room and consult rooms
   - Ensure you have "Check in Qld" poster outside and inside of front door and near reception

   Name of person responsible to monitor and maintain: _____

COVID-19 Digital Health

10. Ensure Practice systems are up to date:
    - Contact your software vendor or IT support company for latest updates to your Clinical software. Ask about their COVID-19 readiness and contingences e.g. staff shortages, emergency support
    - Talk to your IT support company about your security software and firewalls
    - Ensure relevant pathology favourites have been included in software
    - Consider uploading Public health notification form into Clinical database
    - Create auto text in software for consistent management approach
    - Update your practice website with appropriate messaging
    - Ensure patient demographic data is current for communication and telehealth

    Name of person responsible to complete work: _____
    Date for updates to be completed by: _____

11. Promote use of HealthPathways amongst Doctors and Nurses in your practice.
    - Access HealthPathways site or contact your WQPHN Coordinator
    - Access HealthPathways- COVID site
    - Add a quick-access icon to Doctor's computer desktop
    - Distribute login details to all practice staff
    - Distribute training video: https://vimeo.com/399023505/05236d91b7

Name of person responsible to monitor and maintain: _____

12. Ensure Telehealth (video and telephone consultations) can be implemented, and COVID-19 Telehealth MBS Item numbers can be claimed:
- Install Videoconferencing software or apply VideoCall platform
- Deliver Telehealth training as needed or find online training for Practice Staff e.g. Motivational Interviewing
- Ensure MBS item numbers are in practice software
- Ensure all clinical staff are aware of criteria of COVID-19 temporary MBS items numbers http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB
- Create new appointment book icons
- Ensure booking policy is updated to reflect changes
- Have a documented process for telehealth and phone consultations to give to patients
- What protocol will you use to positively promote telehealth patients?

ACRRM and RACGP have a valuable Digital Health Resources:
https://www.acrrm.org.au/resources/college/digital-health
https://www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth/telehealth-video-consultations-guide

Name of person responsible for set up and maintenance: _____

13. Ensure all your Doctors have access to external patient information platforms
- Q Viewer for viewing Queensland Health patient information https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal/gps-resources/hpp-login
- My Health Record https://www.myhealthrecord.gov.au/

Name of person responsible for set up and maintenance: _____

14. Consider staff remote working access
- How will people who work remotely access your practices clinical software?
- How will printing occur, and how will printed materials be distributed?
- How will members of the practice communicate with each other?
- How will billing occur?
- Do you require additional resources?
- Consider the security implications of opening remote access to your system and have a plan with your IT support.
- Remind those working from home of their privacy responsibilities, and ensure sensitive materials are disposed of appropriately.

Name of person responsible for set up and maintenance: _____

COVID-19 Team Based Care

15. Review your emergency response plan and discuss roles and responsibilities with your team.

List specific emergency response roles for your practice:

16. Develop a practice procedure for follow-up care of confirmed COVID-19 cases (internally and externally).

Name of person responsible for development and distribution: _____

COVID-19 Cultural Competency

17. Ensure that interpreter and sign language services can still be incorporated into Telehealth (video and telephone consultations) if required.
How is this information accessed?
Name and contact of preferred interpreter and sign language services providers: _____

18. Ensure information is available for patients on COVID-19 prevention and self-management
What resources will your practice distribute? _____
How is this information accessed?

Name of person responsible for distribution: _____

19. Identify and be aware of cultural, social, and emotional wellbeing areas for concern in your practice
What resources are available in your practice: _____
How will your practice identify patients in this group? _____

Name of person responsible: _____

Additional Help and assistance for your practice:

Talk to your WQPHN Practice Capability and Innovation Coordinator for any assistance.

The WQPHN Coronavirus News website is frequently updated with news and resources: www.wqphn.com.au/news-events/coronavirus

Additional Help and assistance for your patients:

Confidential 24/7 online and telephone assistance is available for your patients on the following links:

Health Direct - 24/7 Telephone online - **13 HEALTH** (13 43 25 84) or https://www.healthdirect.gov.au/coronavirus

Coronavirus Health Information Line on 1800 020 080.

The healthdirect helpline on 1800 022 222