

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 WAPHA, WA Department of Health WA 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 WAPHA Coordinator:

List of websites:

- www.practiceassist.com.au/Coronavirus-COVID19
- ww2.health.wa.gov.au/Articles/A_E/Coronavirus
- ww2.health.wa.gov.au/News/Media-releases-listing-page
- www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert

2. Convene a daily team meeting of practice staff to disseminate information and discuss concerns or issues. Use the [COVID-19 Daily Management 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.

- Practice Assist - www.practiceassist.com.au/Coronavirus-COVID19
- Department of Health WA - ww2.health.wa.gov.au/Articles/A_E/Coronavirus/COVID19-information-for-health-professionals
- Dept Health - www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert
- RACGP - www.racgp.org.au/coronavirus
- RACGP infection guidelines - www.racgp.org.au/running-a-practice/practice-standards/standards-for-otherhealth-care-settings/infection-prevention-and-control

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
 - Pathology company name:
 - Ensure pathology template is installed in your software and paper forms are available.
 - Pathology consumable stock requirements maintained if appropriate:

 - Create and distribute a COVID-19 testing workflow if appropriate for your practice.
 - Location of Public Health Unit notification form:

Name of person responsible to monitor and maintain Pathology Stock:

5. Implement COVID-19 specific triaging procedures and waiting-room management. WAPHA have a [Triage checklist which is available here](#)

Name of person responsible to monitor and maintain:

6. 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:

7. 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: help.pencs.com.au/display/CR/COVID-19

Name of person responsible to monitor and maintain:

COVID-19 Infrastructure

8. 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

Name of person responsible to monitor and maintain:

COVID-19 Digital Health

9. 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

Name of person responsible to complete work:

Date for updates to be completed by:

10. Promote use of HealthPathways amongst doctors and nurses in your practice.
- Access [HealthPathways site](#) or contact your WAPHA Coordinator
 - Add a quick-access icon to Doctors computer desktop
 - Distribute login details to staff
 - Arrange a demonstration for staff from PHL or CPC facilitator

Name of person responsible to monitor and maintain:

11. Ensure Telehealth (video and telephone consultations) can be implemented, and COVID-19 Telehealth MBS Item numbers can be claimed:
- Install Videoconferencing software
 - Deliver Telehealth training as needed or find online training for Practice Staff
 - Ensure MBS item numbers are in practice software
 - Ensure all clinical staff are aware of criteria of Item numbers
 - 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 telehealth patients?

ACRRM and RACGP have a valuable Digital Health Resources:

www.acrrm.org.au/resources/college/digital-health

www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth/telehealth-video-consultationsguide

Name of person responsible for set up and maintenance:

12. 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

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

List specific emergency response roles for your practice:

14. 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

15. 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:

COVID-19 Cultural Competency

16. 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:

17. Identify and be aware of cultural, emotional, social, and 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 WA Primary Health Alliance Primary Health Liaison Officer or Comprehensive Practice Care Facilitator.

The Practice Assist Coronavirus News website is frequently updated with news and resources:
<http://www.practiceassist.com.au/Coronavirus-COVID19>

Source: www.wqphn.com.au/news-events/coronavirus/practice-information-pack (May 2020)