

General Practice Patient Pathway for COVID-19

Indirect Presentation – for suspect patients who telephone prior to presentation



- Suspect COVID-19 cases are advised to present to the surgery BUT must remain in their car on arrival. Patient is to ring the Receptionist to inform of their arrival
- Assessment team notified of patient's arrival
- The patient will remain in their car to be assessed OR escorted to a designated assessment area within the practice
- The patient must be given a mask to wear Do not allow the patient to sit in the waiting room

Direct Presentation – for suspect COVID-19 patients who present directly to your general practice, without prior notice



- Ensure COVID-19 signage alerting patients can easily be seen at front entrance/ Reception.
- Direct them back to car and advise them to contact Reception for further advice
- If suspect patient has been dropped at entrance (and does not have a car they can go back to), provide hand hygiene and mask
- Notify assessment team who will escort them to designated assessment area within practice
- Do not allow the patient to sit in the waiting room



Patient Assessment

- Obtain "COVID-19 Readiness" pack (refer to attached list for pack contents)
- Limit clinical staff involved in assessing "at risk" patient. Limit - **TWO persons**
 - One to "don" PPE and undertake assessment
 - Second person to act as a "Buddy" - check PPE is put on correctly and to remain outside of room and follow up with instructions
- Use **droplet** and **contact**-transmission precautions which includes:
 - Disposable gown or apron
 - Surgical mask
 - Gloves
 - Goggles
- Donning PPE – refer to 'CDC PPE' poster. "Buddy" to assist by reading out correct sequence for putting on PPE and follow correct hand hygiene moment
- Undertake patient assessment using the following assessment criteria
 - Travel history specific to COVID-19 affected countries and risk activities
 - Medical assessment and observations including temperature, pulse, O2 stats, respirations and clinical symptoms – shortness of breath, cough, fever or temperature >38 degrees
 - Consult on –call CDHB Microbiologist (03-3640640) before taking nasopharyngeal and oropharyngeal swabs
- Discuss severity of illness and need for hospitalization with on-call infectious disease physician and/or microbiologist (03 378 6966) or (03-3641777)
- Covid-19 is a notifiable disease
- If the patient does not require hospitalisation, the patient should be advised to self-isolate, and await contact and advice from the local Public Health Unit.
- Once the assessment is completed and the patient has been discharged "buddy" to talk colleague through the removal of PPE ("doffing") as per 'Removing PPE' instruction sheet (separate sheet). The mask must be removed outside the assessment room. Ensure correct moments of hand hygiene are performed. Dispose of PPE in a yellow infectious waste bag in the assessment room.
- Cleaning and decontamination of assessment room and equipment/disposal of waste– see separate sheet