

Wednesday 10th June 2020 1600 hours

Important information for all General Practices, Community Pharmacies, Community Nursing and Aged Care Facilities – Please share this with everyone in your team

Thank you!

A huge 'well done' to all our primary and community care colleagues for your supreme efforts throughout this pandemic so far. Your rapid response, adaptability and teamwork is to be celebrated as key contributors to our nation's success in controlling this disease and keeping our communities safe.

General Practice at Alert Level 1

There is unlikely to be a significant change in how you deliver general practice services in Level 1 compared with Level 2. Some key points:

- General practices will be able to provide full acute, chronic and preventative services.
- Continue to offer telehealth, video or other virtual services as required/appropriate.
- Patients should be screened by reception or teletriage.
- Maintain red and green streams and PPE use according to current Ministry of Health guidance.
- You could increase seating capacity in your green waiting area, but be careful to avoid overcrowding and continue to promote good hand hygiene and infection prevention and control practices.
- Maintain flexibility to allow your practice to return to a higher alert level, as required.
- One month dispensing remains in place – remind patients to check with their pharmacies about their repeats.

The recent statement from the RNZCGP is a useful guide: <https://tinyurl.com/y92ms5hd>.

Community Pharmacy at Alert Level 1

Advice has been recently sent by PSNZ. More detail can be found in [this resource](#). Some key points:

- Infection prevention and control measures such as stringent hygiene practices, regular cleaning and monitoring the health of the team should continue.
- Active triage at the pharmacy door is not necessary, but it is still important to remind people not to enter if they have symptoms of COVID-19 and to ring Healthline to find out whether testing is necessary. You might want to update your signage to reflect these changes.
- Pharmacies should continue to consider options for people with respiratory symptoms needing medicines or other pharmacy services (e.g., home delivery, telephone or video counselling and information support).
- There are no obligations for businesses to continue physical distancing or contact tracing. However, members of the public are encouraged to maintain their own record of places visited, and pharmacies can support this by displaying their official NZ COVID Tracer QR code.
- The electronic prescription waiver for signatureless NZePS prescriptions continues. We understand the temporary waiver for non-NZePS signatureless electronic prescriptions, suspension notices for matching of faxed prescriptions and claiming for aged residential care will expire with the Epidemic Preparedness (COVID-19) Notice 2020 expires on 25 June. Updates will be provided as soon as available.
- Be mindful of preparedness for moving up levels again quickly if needed.

Community HealthPathways are developing a pathway with practical information about delivering general practice and community pharmacy services at different alert levels. We will let you know when this is available.

Kind regards,

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Primary EOC Controller

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Clinical Lead

Robyn Harris
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