

Friday 10 July 2020 1600

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

Community-Based Assessment Centres (CBACs) Update

- Requests for swabbing at CBACs have dramatically reduced.
- General Practice are maintaining a good level of community surveillance swabbing.
- We have reduced CBAC capacity to reflect this but have maintained a small drive-up and bookable capacity.
- We have a plan for a rapid 'flex-up' if it is required.

Claims

- ePortal and [HealthPathways](#) have now been updated with the details of the COVID-19 claims.
- Please note that instead of Levels 1, 2, and 3, ePortal uses Levels A, B and C. Apologies if this is causing confusion. Unfortunately it is too complex to change so we have stuck with the old method but with the new payment structure.

PPE

- We are doing a piece of work looking at improving PPE supply to primary care, specifically general practice in the first instance. We need to gather some data to guide this project.
- We will be sending out a brief survey to practices next week and it would be really helpful if you could take the time to complete this.

Healthline and Voice Mail

- At present many practices have an outgoing voice mail message encouraging patients to ring Healthline to be referred for COVID testing. As Healthline is no longer able to send calls directly to the CBAC triage and booking team, you may want to consider changing your message to reflect the current situation.

Kind regards,

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