**General Practice Pandemic Checklist Framework for COVID-19**

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| **Purpose: to provide a tool for general practice to identify, develop and implement business continuity, apply preventative infection control, and assist environmental/workforce planning at every pandemic phase of Covid-19** |
| **Introduction**  The “new normal” process for primary care means a separation process to keep the “well” away from “those who have symptoms that could be Covid-19”. In this “new normal” all practices will need to have “green” and “red” zones and processes to allow for the safe treatment of patients with acute respiratory infections (and COVID-19 symptoms), whilst managing patients presenting with other acute conditions, vulnerable populations, and those requiring long-term condition management, alongside the continuation of preventive medicine such as immunisation and screening programmes.  All practices need to have embedded systems that:   1. Screen/Triage all patients to identify the potential COVID-19 patients 2. Keep potential COVID-19 patients out of contact with others. 3. Protect potential COVID-19 patients from each other. 4. Protect staff from exposure to COVID-19.   **This Checklist is designed for use by the general practice team to regularly check that there are systems in place to ensure the four points above are being adhered to and identify any gaps. It has been developed from the** [**COVID-19 Primary Care Alert Response Framework**](https://aucklandregion.healthpathways.org.nz/748770.htm)which has been localised especially for the Auckland environment from the MOH Escalation Strategy Framework.  **Please always refer to the most up to date MoH Case Definition and Testing Strategy, PPE and Infection**  **PreventIOn and Control documents**  **References to relevant websites are located at the bottom of page 5** |

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| **Area** | **Indicator and Reference** | **Date checked** | **Follow up actions and staff responsibilities** |
| **Appointment information via multiple channels** | Available on practice website and patient portal |  |  |
| Telephone automated advice information for in and out of hours |  |
| Facebook and other social media |  |
| Ensure Covid-19 Healthline phone number available 0800 358 5453 |  |
| **Outside/door** | Door signs displayed current and in good condition |  |
| QR code posters visible and working |  |
| Doors locked (depending on alert level or practice plan) |  |
| Information process and phone number for walk- in patients to call |  |
| **Inside/waiting room** | 2 metre spacing between chairs |  |
| Limit patient numbers in waiting room - ensure separation of red/green streams |  |
| Hand sanitizer available |  |
| Masks available and use required |  |
| No touch waste bin |  |
| Minimal soft furnishings |  |
| Magazines and toys removed |  |
| Infection control and COVID-19 posters/information available and displayed |  |
| Implement cleaning protocol, using appropriate virocidal product |  |
| **Reception** | Receptionist uses COVID-19 screening triage protocol and identifies patients best isolated or redirected to testing centre |  |
| Printed copy available at desk |  |
| Screen in place or 1 – 1.5 metre distance between patient and receptionist |  |
| Patients with COVID-19 symptoms asked to wait in specified areas, e.g. outside, in a car, in separate rooms. |  |
| Touch points (e.g. EFTPOS terminals and doors), cleaned with virocidal product after each patient and staff contact |  |
| Cash payments discouraged, contactless card payments available where possible |  |

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| **Area** | **Indicator and Reference** | **Date checked** | **Follow up actions and staff responsibilities** |
| **Vulnerable patients, Equity focus and Screening** | Process to identify at -risk or vulnerable patients for example;   * Māori and Pacific patients with moderate to complex needs * Patients who are at end-of-life. Pre-emptive care includes [advance care planning.](https://aucklandregion.healthpathways.org.nz/loginfiles/Landing.aspx?from=dfae7e5f8e694a829b884ebf568e9f70&page=39484.htm) |  |  |
| Process developed for remote monitoring or keeping well at home  [COVID-19 Priority of Clinical Services in Primary Care by Practice Alert Level](https://aucklandregion.healthpathways.org.nz/loginfiles/Landing.aspx?from=dfae7e5f8e694a829b884ebf568e9f70&page=753308.htm)  (notably immunisations, palliative care etc). |  |
| Identify essential services to be provided safely face to face/in practice/at home or ARC facility |  |
| Refer to the NSU and NCSP screening guidance for each alert Level  <https://www.nsu.govt.nz/health-professionals/covid-19-information-screening-providers> |  |
| **COVID-19 - primary care priority services** | Staff have access and understand clinical services by Alert level  <https://aucklandregion.healthpathways.org.nz/index.htm?753308.htm> |  |
| **Triage Protocol** | Separation of patients with potential COVID-19 symptoms – red/green streams |  |
| Staff assigned to triage |  |
| **Technology** | Up to date virtual consult technology installed on PMS  <https://www.telehealth.org.nz/covid-19/>  <https://www.healthcarehome.org.nz/hch-moc-overview> |  |
| **Covid Testing Centres** | Community testing centre details updated PRN  <https://www.arphs.health.nz/public-health-topics/covid-19/where-to-get-tested/> |  |
| **Swabs** | Staff roster for swabbing services  Staff monitoring swab supplies |  |
| **PPE** | Hand sanitizer and face masks available in various locations |  |
| Hand washing poster above all wash basins |  |
| Staff member identified to monitor PPE stock levels |  |
| Staff roster for swabbing services |  |

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| **Area** | **Indicator and Reference** | **Date checked** | **Follow up actions and staff responsibilities** |
|  | Staff understand PPE donning and doffing [protocols](https://www.health.govt.nz/system/files/documents/pages/hp7353-ppe-donning-and-doffing-guidance-28mar20.pdf) .  Where possible, staff work in buddy system to don and doff PPE. |  |  |
| How to put on and remove PPE poster on the wall in the area where staff don and doff PPE |  |
| **Infection Control** | Practice Policy up to date |  |
| Cleaning procedures understood by clinical staff |  |
| Process if practice has a positive COVID-19 case is available [here](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-resources-health-professionals/covid-19-primary-care/covid-19-questions-and-answers-primary-health-care-workers#ipc) |  |
| **Swabbing and consultations** | Staff have access to updated information on testing priorities |  |
| Staff minimising exposure with patients to less than 15 minutes where possible |  |
| Using e -prescribing and e- labs |  |
| Utilising face to face, telephone and virtual consultations as appropriate |  |
| Utilising *Your Health Summary* |  |
| There are separate staff for swabbing (where possible) |  |
| [Lab form, e-notification and SURV codes understood](https://aucklandregion.healthpathways.org.nz/loginfiles/Landing.aspx?from=dfae7e5f8e694a829b884ebf568e9f70&page=722376.htm) |  |
| MoH agreed Covid-19 PMS classifications added to patient’s Daily Record |  |
| **Staffing and Communication** | All vaccinated against influenza and documented on vaccination register |  |
| Practice Pandemic Leader appointed and communicates frequently to staff via huddles, ensures Medinz and PHO information circulated |  |

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| **Area** | **Indicator and Reference** | **Date checked** | **Follow up actions and staff responsibilities** |
|  | Vulnerable staff identified and working from home where possible. |  |  |
| Clear process documented for staff who work across multiple medical/Primary Care sites |  |
| Contact details up to date |  |
| PPE training for new staff undertaken and documented |  |
| Unwell staff do not return to work until cleared of infection by ARPHS |  |
| Plan in place if multiple staff are away/stood down |  |
| All have essential worker staff identification |  |
| All receive Medinz |  |
| All know about the importance of Auckland Regional HealthPathways |  |
| All staff are aware of the Covid-19 0800 Healthline number[**0800 358 5453**](tel:08003585453) |  |
| **Patient Information** | Pre -test/swab information provided (symptomatic and asymptomatic) |  |
| Results information and follow up provided |  |
| If your patient tests positive, the following websites will help them organise their animals if family/friends aren’t able to help;  [https://www.agriculture.govt.nz/protection-and-response/animal-welfare/animals-in-emergencies/](https://ddec1-0-en-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fwww.agriculture.govt.nz%2fprotection%2dand%2dresponse%2fanimal%2dwelfare%2fanimals%2din%2demergencies%2f&umid=e1fc1d8a-0ff7-4ab1-b246-769293db6814&auth=a3bd55c094d03421cab4e906146bf630b01a7779-ba148125a9d01d2463303a38133a5b1acf00c1f7)  [https://www.spca.nz/](https://ddec1-0-en-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fwww.spca.nz&umid=e1fc1d8a-0ff7-4ab1-b246-769293db6814&auth=a3bd55c094d03421cab4e906146bf630b01a7779-5aa9d98ad8dde66154ad342179fcccc42f34ceda)  [https://covid19.govt.nz/everyday-life/life-at-home/animal-welfare/](https://ddec1-0-en-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fcovid19.govt.nz%2feveryday%2dlife%2flife%2dat%2dhome%2fanimal%2dwelfare%2f&umid=e1fc1d8a-0ff7-4ab1-b246-769293db6814&auth=a3bd55c094d03421cab4e906146bf630b01a7779-151a8c71446953f575c12a882dbb8c51bb98de11) |  |
| **Practice Closure** | Practice has a plan in place if required to close due to a confirmed case or due to due to workforce issues |  |
| **References** | <https://aucklandregion.healthpathways.org.nz/index.htm>  <https://www.arphs.health.nz/>  <https://covid19.govt.nz/covid-19/alert-system/alert-level-3/>  <https://www.rnzcgp.org.nz/covid19>  <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-resources-health-professionals> | | |