

**Information update for all General Practice, Urgent Care & Community Pharmacy teams****- Please share this with everyone in your team -**

CPRG EOC met this morning to ensure we're responding as required to this alert level change. You should consider your practice and pharmacies to be at yellow. Heralthpathways will be updated today to reflect this.

**Covid Routine Reminder**

Practices and pharmacies are familiar with this routine – a reminder of key points:

- Maintain hand hygiene, physical distancing, separate streaming of respiratory and HIS patients, and appropriate PPE use
- It would be sensible to consider travel to Auckland in the last 14 days (with symptoms of COVID-19) as HIS criteria until we have more information about these cases.
- Virtual triage prior to appointment
- Offer virtual consultations, and in-person consultations where this adds significant value
- It is important to maintain our focus on managing ongoing care and prevention of acute and chronic conditions
- It is important to remain sensitive to the needs of patients with higher health risk, and to focus on delivering equitable care

**Hospital Services**

- Outpatient clinics and planned surgery are going ahead - hand washing, physical distancing and face covering required.
- Patients will be allowed only one support person at OP clinics
- People with symptoms of Covid-19 should not attend appointments, and should phone to cancel and rebook
- Restrictions to visiting hours in hospital and Age Related Residential Care facilities are being considered. Visitors to wear masks and maintain hand hygiene and physical distancing, and to phone ahead if visiting ARRC.

**24 Hour Surgery**

- Masks are required to be worn by patients and support people
- Support people limited to 1 per patient
- Patients may be asked to wait in their cars

**Testing**

We expect a surge in testing relating to the change to level 2

- Please continue to offer tests to all symptomatic patients
- Offer tests to all patients who have been in [locations of interest](#) at the relevant times
- Anyone who wants to be tested can have a test at no charge (apart from travel-related tests)
- We have increased staffing at the Orchard Road testing site, so if you find you are getting too busy with testing, please direct people who don't require medical assessment, to there
- Please be aware that our Pasifika community will be particularly concerned at this time and should be supported to be tested.

**PPE**

- MoH guidelines for using PPE remain unchanged from advice provided in CPRG update 2021-002
- Please continue to order more PPE if required via usual HCL process. [Principles of Supply](#).

Kind regards,

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