



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

MEMO

Date: April 6, 2020

To: Primary Care Providers, Private Clinic Management, Health Links-Info Santé, Public Health, WRHA Community Services Leadership, Acute Care Leadership, Emergency Management Services Leadership, Mental Health Leadership, College of Physicians and Surgeons of Manitoba, Manitoba College of Family Physicians, Shared Health Leadership, Community Health Agencies, Doctors Manitoba

From: **Maria Cotroneo**, Director, Primary Health Care, Integrated Palliative, Primary & Home Health Services

cc: **Gina Trinidad**, Chief Health Operating Officer, Community and LTC, WRHA

Re: *NEW Pathway for Access to Collocated Community COVID-19 Testing Site and Assessment Clinics

The WRHA's primary care program with input from medical leaders across Winnipeg have identified an opportunity to provide primary care services to Winnipeggers who have, or are suspected to have, COVID-19. Attached you will find the new ***Community COVID-19 Testing Site & Assessment Clinic models of care*** and a ***Pathway for community health professionals to help direct patients who have tested positive for COVID-19*** to the appropriate location (including primary care) for their health care needs. The first of these sites will open Wednesday, April 8, 2020 at 644 Parkdale Dr. (St. James Centennial Pool).

Primary Care Providers or other health professionals may refer the following clients for primary care consultation IF patients cannot be managed using a virtual consultation with their primary care provider:

- COVID-19 positive patient with respiratory symptoms for in-person assessment but not needing UC/ED.
- COVID-19 positive patient with primary care needs (not respiratory) for in-person assessment.
- Patient that is not known to be COVID-19 positive but requires an in-person assessment due to influenza-like illness or other respiratory symptoms that cannot be addressed by their regular provider.

The Community COVID-19 sites are NOT walk-in clinics, testing is available by referral and clinics are only open to appointments.



If patient needs cannot be addressed through a virtual consult, or if the patient has no primary care home, please call the central intake office at 204-926-7071 to schedule an appointment for the patient. Follow up or additional information may be provided by fax to 204-940-1978. The central intake office will call the patient directly with appointment information.

In the event a patient does not have access to a phone, the referring party must indicate this to the COVID-19 intake unit when initiating contact. In this circumstance, it is recommended the referring party facilitate the appointment while remaining on the phone with the intake unit in order to relay appointment date and time to the individual immediately.

Adding primary care to two of Winnipeg's testing sites is being done in an effort to reduce the pressure on Urgent Care and Emergency Departments which have been addressing primary care needs for COVID-19 positive patients to date.

Clients will not be able to book their own appointments but will receive a phone call with their appointment time following a referral to the clinic via one of the following:

- Primary care provider,
- Health Links-Info Santé,
- Public Health Nurses with Population Public Health,
- Occupational and Environmental Safety & Health,
- Triage back from Urgent Care or Emergency departments.

Please share this information as appropriate within your department/ unit/ clinic etc. For more information, please refer to the attached documents for more detailed information related to patient pathways, instructions and the models of care.

A second COVID-19 Assessment clinic is expected to open next week in Winnipeg. Both sites will be open seven days a week from 9 a.m. to 5 p.m. for individuals referred for testing or clinic appointments.

Thank you to all WRHA administrative and medical leadership, My Health Team medical leads, front line clinicians and specialists who have contributed their time and valuable input to develop these pathways and models of care in order to help our health system best meet the needs of our patients during this challenging time.