



MODEL OF CARE:

COVID-19 Assessment Clinics in WRHA Community

Overview and Goals:

With WRHA Senior Leadership approval, there has been an identified need for the development of locations in Community where assessment and treatment planning can be done for COVID-19 positive patients with respiratory symptoms, COVID-19 positive patients with Primary Care needs (not respiratory) and patients presenting with respiratory and influenza-like illness symptoms. Such an approach would permit providers to serve these individuals at the proper level of care while improving overall safety, quality and access. Having Assessment Clinics within Community would also keep patients out of the Urgent Care (UC) and Emergency Department (ED) for assessment and treatment planning.

To support this, access to assessment and treatment planning for COVID-19 positive patients is available 7 days/week **by appointment only** within:

- Access Winnipeg West Walk In Connected Care (280 Booth Drive);
- Access Fort Garry Walk In Connected Care (135 Plaza Drive); or
- Access River East Primary Care Clinic (975 Henderson Highway) (*Weekdays only)

These Community Assessment Clinics **will NOT accept walk-in patients**; all patients must be referred for assessment **by appointment only** by a designated "Referral Source" as identified below.

Management and coordination of the Assessment Clinics is done centrally (vendors and supplies) and staffed under the direction of a Community Site Operations Lead with a designated on-site Medical Lead. This will ensure consistent operational and clinical processes/workflows are in place.

Providers will have direct real-time entry into Accuro EMR to facilitate real-time reporting.

Note: Walk-in presentations may be seen (same day) for assessment when they present in person to Access Downtown Primary Care Clinic (640 Main Street) based on reasons related to social determinants of health or exceptional circumstances. This may include any person requiring assessment who is:

- Unable to have assessment done by their regular Primary Care Provider; and
- Unable to attend any appointment scheduled by CRU; and/or
- The person is in the vicinity of Access Downtown;
- Unable to follow existing pathway for transportation to a scheduled appointment at an Assessment Clinic

Criteria for Referral:

All referrals are appointment based (not walk-in) and will be scheduled directly into the Accuro EMR scheduling template for each Assessment Clinic by a centralized COVID-19 Response Unit.

Criteria for referral to an Assessment Clinic are defined according to 3 streams as follows:

- 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

Patient pathways have been developed to support referral sources in directing those COVID-19 positive patients or suspect COVID-19 patients from Community who are requiring medical care (**Appendix A**).



MODEL OF CARE:

COVID-19 Assessment Clinics in WRHA Community

Referral Sources:

Sources that are able to refer to an Assessment Clinic include:

- Primary Care Providers
- Health Links-Info Santé
- Public Health Nurses with Population Public Health
- Occupational and Environmental Safety & Health
- Triage from Urgent Care/Emergency Department/Crisis Response Services

Individuals who require screening, assessment and/or testing after hours, will still be directed by Health Links-Info Santé to Urgent Care sites and Emergency Departments.

Referral Process:

As long as one referral criteria is met and a patient is able to wait up to 48 hours for care, the referral source should initiate contact with the centralized COVID-19 Response Unit direct at **204-926-7071** to provide patient specifics (reason for referral, name, health number, address, phone number, whether a same day/next day appointment is appropriate, etc) and request an appointment be scheduled within Accuro EMR at an Assessment Clinic. In addition to contacting the COVID-19 Response Unit via a person-to-person phone call, the referral source must also forward applicable documentation via fax to support the patient in their primary care journey. Supporting documentation (reason for episodic care, concern, what is vital to transfer, etc) can be faxed to the COVID-19 Response Unit at **204-940-1978**.

Note: It is imperative that the referral source advise the patient to either call them back, call Health Links- Info Santé or seek care through Urgent Care/Emergency Department/Crisis Response Services should their symptoms worsen before their scheduled appointment.

Once an appointment is scheduled within Accuro EMR, the COVID-19 Response Unit will be responsible for contacting the patient direct via phone to confirm all appointment specifics including date, time, location, address (along with directions if required) and the process for them to follow upon arrival at the Assessment Clinic.

In the event a patient does not have access to a phone, the referral source must indicate this to the COVID-19 Response Unit when initiating contact. In this circumstance, it is recommended the referral source facilitate the process and remain on the phone with the COVID-19 Response Unit while the appointment is immediately scheduled. All appointment specifics including date, time, location, address (along with directions if required) and the process for the patient to follow upon arrival at the Assessment Clinic will be communicated to the referral source who in turn will be responsible to provide this information to the patient in writing and enter it into their medical record.

Transfer of Patient Information:

After each appointment, the Assessment Clinic is responsible to forward a copy of the encounter note via fax back to the most responsible provider as identified in the documentation received from the referral source.



MODEL OF CARE:

COVID-19 Assessment Clinics in WRHA Community

Clinical Processes:

To standardize and ensure consistency of clinical processes within the Assessment Clinics, all “Tasks” by “Person Responsible” that occur as part of the workflow have been documented within a Standard Operating Procedure.

Appendix A:

Primary Care, Public Health and other Health Care Professionals

Directing COVID-19 Positive Patients from the Community Requiring Medical Care