

**Primary Care, Public Health, and other Health Care Professionals
Directing COVID-19 Positive Patients from the Community Requiring Medical Care**

COVID Positive patient complains of exacerbating symptoms or other health care concerns.

Note: Screening criteria contained in this algorithm are intended to supplement clinical judgement, not supersede it.

Is the patient experiencing **severe COVID symptoms and/or any of the following**:

- severe difficulty breathing or trouble speaking
- stroke/facial weakness/ extremity weakness
- heart attack/chest pain or tightness
- unable to wake/unconscious
- sudden onset of severe headache or confusion
- eye trauma or trouble with eyes/vision
- pregnancy – bleeding, leaking fluid, regular contractions, no fetal movement
- seizure and/or severe head injury
- major assault such as stabbings or shootings
- uncontrolled or severe bleeding
- major trauma such as loss of limb
- severe allergic reaction/swelling of lips and tongue, severe hives
- severe burns
- mental health emergency

YES

NO

Patient or someone in home to call 911 **OR** if unable to do so health care professional to call. **EMS to be advised of COVID Positive status.**

Are symptoms **urgent (cannot wait 48 hours)** to be assessed by family doctor, such as:

- flu symptoms – worsening, difficulty breathing, shortness of breath
- fever, rashes or infections
- dehydration
- cuts that won't stop bleeding
- injured limb that might be broken or sprained
- any other urgent, but not life-threatening, conditions

YES

NO

Does patient agree to EMS?

Is the patient **able to wait up to 48 hours for care** for concerns such as the following:

- Flu symptoms – cough, fever, runny nose or sore throat
- minor illnesses, rashes or infections
- ongoing management of health conditions
- prescription refills

YES

NO

Patient or someone in home to call 911 **OR** if unable to do so health care professional to call. **EMS to be advised of COVID Positive status.**

Determine receiving ED/site (see Table 1 on next page). **Call site to advise of expected patient arrival and confirm correct site.**
Note: for mental health issues patient to call CRC. Advise not to go to CRC in-person

Does the patient have a **Primary Care Provider** (family doctor or nurse practitioner that manages their regular care)?
If patient cannot easily identify, ask:

- Who do you see for medication refills?
- Who do you see for annual checkups?

YES

NO

Advise patient to:

- present to the selected site
- **tell staff of COVID positive status upon arrival**
- only be accompanied if they need someone to drive them
- wear a mask if possible (and the person accompanying)
- maintain social distancing of 2 meters (6 feet)

Advise patient to phone their Primary Care Provider*, AND:

- if they do not receive care in 48 hours, contact Health Links at **204-788-8200**
- **advise not to go in-person to their doctor's office**

Patient needs to be seen in-person. Offer patient referral to Primary Care centralized assessment site. Confirm patient phone number and address for next 48 hours.

Primary Care Provider phones the patient back and **assesses whether virtual care is appropriate and can be provided within 48 hours.**
If at any time provider determines that in-person assessment is required, refer patient to Primary Care centralized assessment site.

Phone or fax Primary Care centralized assessment site with patient referral (see Table 2 on next page). Inform response unit of reason for referral, patient phone number and address and whether a **same day or next day** appointment is appropriate.* Fax additional information if pertinent.

Centralized assessment site contacts patient and creates appointment as recommended (same day/next day) at site convenient to the patient.

Centralized assessment site contacts patient with appointment time AND advises patient to:

- **tell staff of COVID Positive status upon arrival**
- only be accompanied if they need someone to drive them
- wear a mask if possible (and person accompanying)
- maintain social distancing of 2 meters (6 feet)

*Note: If patient cannot be contacted by phone, phone Primary Care centralized assessment site while patient is present and relay appointment time directly to patient.

EMERGENCY / URGENT

PRIMARY CARE

**Primary Care, Public Health, and other Health Care Professionals
Directing COVID-19 Positive Patients from the Community Requiring Medical Care**

TABLE 1: Emergency Department to Select for Patient

| Patient Complaint(s) | Site |
|--|---|
| COVID Related symptoms | St. Boniface ED, Health Sciences Centre ED or Grace Hospital ED |
| General Surgery | St. Boniface ED, Health Sciences Centre ED or Grace Hospital ED |
| Orthopedics | Health Sciences Centre ED |
| Neurology | St. Boniface ED or Health Sciences ED |
| Cardiology | St. Boniface ED |
| Ophthalmology | Misericordia Emergency Eye Intake |
| Mental Health | Crisis Response Centre (phone only, assessment will be provided through virtual visit, advise patient not to go in person to CRC) |
| Obstetrics | Women's Hospital Obstetrics Triage, St Boniface Hospital Obstetrics Triage |
| Gynecology | St Boniface ED, Health Sciences ED or Grace Hospital ED |
| General Internal Medicine | St. Boniface ED, Health Sciences Centre ED or Grace Hospital ED |
| Pediatric Medical/Mental Health Concerns | Children's Hospital Emergency |

TABLE 2: Emergency Department, Urgent Care and Centralized Primary Care Assessment Locations

***Please note: the numbers listed below are for PROVIDER USE ONLY.
Please do NOT share with patients or general public.***

Emergency Departments

Grace Hospital Emergency

300 Booth Drive
Phone: 204-837-0117

HSC Winnipeg Emergency

700 William Avenue
Phone: 204-787-3160

**St. Boniface Hospital
Emergency**

409 Taché Avenue
Phone: 204-237-2260

Children's Hospital Emergency

700 William Avenue
Phone: 204-787-4244

Urgent Care

Concordia Hospital Urgent Care

1095 Concordia Avenue
Phone: 204-661-7199

Seven Oaks General Hospital Urgent Care

2300 McPhillips Street
Phone: 204-632-3233

Victoria General Hospital Urgent Care

2340 Pembina Highway
Phone: 204-477-3131

Other Emergent / Urgent Services

**Misericordia Emergency Eye
Intake**

99 Cornish Avenue
Phone: 204-774-6581

Crisis Response Centre (CRC)

Phone: 204-940-1781

**Women's Hospital Obstetrics
Triage**

665 William Ave
Phone: 204-787-4201

**St Boniface Hospital Obstetrics
Triage**

409 Taché Avenue
Phone: 204-237-3770

Primary Care Centralized Assessment Sites

**Centralized Primary Care COVID
Response Unit**

Phone: 204-926-7071

Fax: 204-940-1978