



## **Referral Guide: COVID-19 Assessment Clinic and Mobile Testing**

WRHA has set up a central number that designated referral sources (Primary Care Providers, Health Links-Info Sante, Population Public Health, Occupational and Environmental Safety & Health or Urgent Care/Emergency Department/Crisis Responses Services) can use to refer patients to a **COVID-19 Assessment Clinic and Mobile Testing**. Patients must meet the criteria for each of the service models.

### **Criteria for COVID-19 Assessment Clinic:**

- COVID-19 positive with non-urgent Respiratory illness that needs assessment (24-48 hour wait for appointment)
- COVID-19 positive with other primary care needs that can't be assessed by their Primary Care Provider
- Not known to be COVID-19 positive with Influenza Like Illness/Respiratory symptoms but not needing Urgent Care/Emergency Department and can't be assessed by their Primary Care Provider

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)
- Access River East Primary Care Clinic (975 Henderson Highway) (*\*Weekdays only*)

**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 COVID-19 Mobile Testing:**

- Bedbound
- Homebound - Individuals who are **unable** to go to a Community Testing Site. A trip of an hour or more outside the home would take so much energy that the health of the client and/or caregiver would be affected.
- Individuals residing within Alternative Isolation Accommodations (AIA) and/or Supportive Housing
- Lives alone or has limited social supports and:
  - Is immunocompromised (excluding people who can drive through a Testing Site);
  - OR
  - Has impaired mobility – unable to transfer on their own
- A patient must have a phone or contact person in order to be referred for a COVID-19 Mobile Test
- **Note:** If transport to a testing site is not possible, Mobile COVID-19 Testing could be an option to an individual who is homeless
- Residents of Assisted Living residences will be considered on an individual basis, upon consideration of above criteria and circumstances

### **Booking an Appointment through the COVID Response Unit:**

The central COVID Response Unit number for booking an appointment at a COVID-19 Assessment Clinic or with Mobile Testing is **204-926-7071** with a follow-up fax containing all relevant patient

information to **204-940-1978**. Both a phone call and fax are required when referring patients. This number is for booking appointments only and not clinical triage. It is important to ensure the patient's phone number is accurate and current.

The COVID Response Unit is responsible for giving the patient the appointment information. If the patient doesn't have a phone, keep them on the line until the appointment information can be provided to them.

Ensure patients know if they get worse over the next 24-48 hours they should call their Primary Care Provider back for advice or go to the nearest Urgent Care/Emergency Department.

**Shared Health Website:** <https://sharedhealthmb.ca/covid19/providers/>

**Questions can be directed to:** 204-926-7071 or via email [covidresponseunit@wrha.mb.ca](mailto:covidresponseunit@wrha.mb.ca)