

A) Overview and Goals: to ensure site preparedness for the provision of care to patients whose primary care needs cannot be met in the Community due to Personal Protective Equipment requirements

B) Glossary of Terms and Acronyms:

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| Assistant | Non-clinical- provider assistant, room preparation/cleaning |
| Clinical Lead | Clinical/On site- Nurse Practitioner/Physician Assistant providing onsite clinical leadership |
| CRU PCA | Primary Care Assistant at the COVID Response Unit responsible for scheduling patient appointments and managing incoming faxes |
| Site Coordinator | Leadership. Designate for site specific operations oversight |
| Site PCA | Primary Care Assistant- to manage administrative duties within Accuro |
| Medical Lead | Clinical/Off site- Physician providing medical leadership/guidance/case review |
| Phlebotomy | Puncture of a vein in order to withdraw blood. Performed by Phlebotomist |
| PPE | Personal Protective Equipment |
| Prescribing Provider | Clinical Personal- Physician/Nurse Practitioner |
| Requisitioner | Administrative personal to support registration, documentation and requisition generation |
| Referral Sources | <ul style="list-style-type: none"> • Primary Care Providers • Health Links-Info Santé • Public Health Nurses with Population Public Health • Occupational and Environmental Safety & Health • Triage from UC/ED • Crisis Response Center |

C) About this SOP:

- 1) This SOP pertains to the assessment stream bridging primary care needs during pandemic period.
- 2) Assessment services are accessed through referral process only for
 - a. COVID-19 positive patient with respiratory symptoms for in-person assessment but not needing UC/ED
 - b. COVID-19 positive patient with primary care needs (not respiratory) for in-person assessment
 - c. 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
- 3) Process for referral is outlined in the “Primary Care, Public Health, and other Health Care Professionals Directing COVID-19 Positive Patients from the Community Requiring Medical Care” Pathway

D) The Patient Assessment Process:

| Person Responsible | Task |
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| Referral Source | <p>Contact CRU at 204-926-7071 to request patient appointment be scheduled within Accuro EMR at one of the Assessment Clinics.</p> <p>In the event a patient does not have access to a phone, the referral source must indicate this to the CRU when initiating contact and facilitate the process between the CRU and the patient to immediately communicate appointment details.</p> <p style="padding-left: 20px;">1) Date and time of appointment</p> |



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| | <ol style="list-style-type: none"> 2) Clinic name and address (along with directions if required) 3) Explanation of process to follow upon arrival at the Assessment Clinic 4) Must identify self as presenting for an Assessment as booked by the CRU 5) Must identify COVID-19 status upon arrival at clinic 6) Must perform hand hygiene and masking immediately upon arrival at clinic 7) Remain in their vehicle until their appointment time 8) Clinics do not accept walk-in patients <p>Provide appointment information to the patient in writing and enter it into their medical record.</p> |
| CRU PCA | <p>Receive calls from Referral Source for Assessment Clinic appointment</p> <p>Request patient specifics:</p> <ol style="list-style-type: none"> 1) Requirement for same day/next day appointment as appropriate 2) Reason for referral 3) Name 4) Address and Phone Number 5) Manitoba Health number 6) Request that applicable supporting documentation (e.g. reason for episodic care, concern, what is vital to transfer, etc) be faxed to CRU at 204-940-1978 7) Request Referral Source phone and fax number <p>In the event that the Referral Source requires clarification of suitability for an appointment at the assessment clinic, liaise with Clinical Lead</p> |
| Referral Source | <p>Fax applicable supporting documentation including all information above to the CRU at 204-940-1978.</p> |
| CRU PCA | <p>Contact patients by phone to schedule 30 minute appointment at one of the three Primary Care Clinics providing in person Assessments (Access Fort Garry, Access River East, Access Winnipeg West) based on availability and patient preference where possible</p> <p>Creates an appointment using the CSIS training document "COVID Response Unit Referral Process"</p> <ol style="list-style-type: none"> 1) Appointment "Type" <ol style="list-style-type: none"> a. Primary Care Clinics use "Long visit" b. Walk-in Connected Care Clinics use "Acute" 2) Appointment "Reason" <ol style="list-style-type: none"> a. COVID-19 Assessment <p>Creates a place holder appointment in adjacent second Generic Provider scheduler column as per the CSIS training document "COVID Unit Referral Process"</p> |



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| | <p>Informs patient of their appointment including the following information:</p> <ol style="list-style-type: none"> 1) Date and time of appointment 2) Clinic name and address (along with directions if required) 3) Explanation of process to follow upon arrival at the Assessment Clinic 4) Must identify self as presenting for an Assessment as booked by the CRU 5) Must identify COVID-19 status upon arrival at clinic 6) Must perform hand hygiene and masking immediately upon arrival at clinic 7) Remain in their vehicle until their appointment time 8) Clinics do not accept walk-in patients |
| Site PCA | <p>Ensures patient performs hand Hygiene upon arrive in the clinic Ensures patient and any escort don a mask Arrives patients in Accuro</p> |
| Site PCA | <p>If a patient does not arrive for their scheduled appointment</p> <ol style="list-style-type: none"> 1) Episodic Provider Referrals (Health Links/ Info Sante, ED/UC, CRC)- clinic attempts to contact the patient and reschedule the appointment through established site processes. Eg. Three phone call attempts, then sends a letter 2) Ongoing Provider Referrals (Primary Care Provider, Population Public Health, OESH)- contacts referring source to inform them that the patient did not arrive <p>Documents this communication in Accuro as an encounter note</p> |
| Site PCA | <p>Directs patients immediately into examination room</p> <p>In the event no room is clean and available</p> <ol style="list-style-type: none"> 1) Patients directed to stay in their vehicle until exam bay is available <ol style="list-style-type: none"> a. PCA to contact patient from their vehicle when room is available b. Ensures hand hygiene completed upon re-entering clinic 2) If no personal vehicle available patients are directed to waiting room maintaining 6-10ft separation |
| Provider | Dons appropriate PPE |
| Provider | <p>In Accuro cuts the patient appointment from the generic Triage column and pastes into the Provider Specific schedule column</p> <ol style="list-style-type: none"> 1) Leaving the place holder "Covid Assessment Appoinment" in the second |
| Provider | <p>Completes assessment</p> <ol style="list-style-type: none"> 1) All requisitions for specimens collected to be completed under Ordering Provider Name and billing number 2) All COVID-19 related testing as part of the assessment is to be done on the CADAM COVID-19 Requisition (use site specific requisition where available) |



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| | 3) Ordering provider to include the name of the Primary Care Home Provider on the requisition to “cc” results Fax copy of encounter note to the patients Primary Care Home Provider |
| Provider | Provides discharge instructions 1) In the event of the need for follow up, provider to give direction to book prior to leaving the site Doffs PPE and performs hand hygiene |
| PCA | Books any follow up appointments as requested following the CSIS training document “COVID Response Unit Referral Process” 1) Include the name of provider requesting the follow up in the appointment booking |
| PCA/Provider | Cleans all surfaces and performs hand hygiene Directs next scheduled patient to the exam room |

E) Accessing Diagnostics

| Person Responsible | Task |
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| <u>Phlebotomy</u> | |
| Provider | Determines need for phlebotomy services 1) All requisitions to be completed under Ordering Provider Name and billing number 2) Ordering provider to include on the requisition: <ol style="list-style-type: none"> a. ISO precautions b. direct contact phone number on the requisition c. name of the Primary Care Home Provider on the “cc” line 3) Provide patient with the requisition <ol style="list-style-type: none"> a. Phlebotomy alone- to be completed at any of the Community Dynacare sites not designated for Immunocompromised patients. <ol style="list-style-type: none"> i. Orange and red zone patients may not attend the Dynacare collection site at #404-400 Tache b. Phlebotomy ordered in addition to DI- may be collected wherever the DI is being completed <ol style="list-style-type: none"> i. Call hospital lab department in addition to DI process ii. Include a note that phlebotomy is also required on the Examination Required box of the DI Requisition iii. Ensure patient has hospital specific coloured handout |
| <u>ECG/X-ray</u> | |
| Provider | Determines need for ECG or X-ray |



- 1) All requisitions to be completed under Ordering Provider Name and billing number
- 2) Ordering provider to include on the requisition:
 - a. clinical indication for essential imaging
 - b. ISO precautions
 - c. direct contact phone number
 - d. name of the Primary Care Home Provider on the "cc" line
 - e. note that phlebotomy is also required on the Examination Required box of the DI Requisition
- 3) Fax requisition to the appropriate department of respective hospital
- 4) Call the appropriate department of respective hospital
 - a. Obtain approval for DI
 - b. Obtain appointment date and time for DI
- 5) Provide patient with
 - a. appointment date and time (if applicable. Must be provided for HSC)
 - b. hospital specific coloured handout
 - c. surgical mask to be worn for appointment

CONCORDIA HOSPITAL

Diagnostic Imaging (DI) Department

Fax: 204-661-7205

Phone: 204-661-7215

Cardiology (ECG) Department

Fax: N/A – send to DI

Phone: 204-792-6560

Laboratory Department

Fax: 204-661-7206

Phone: 204-661-7359

CGH Screening/Hard Stop

Phone: 204-661-7514

GRACE HOSPITAL

Diagnostic Imaging (DI) Department

Fax: 204-837-0336

Phone: 204-837-0806

Cardiology (ECG) Department

Fax: 204-837-0370

Phone: 204-792-8715

Laboratory Department

Fax: 204-837-0360

Phone: 204-204-837-0136 or 204-837-0137

Grace Hard Stop

Phone: 70300

HEALTH SCIENCES CENTRE

Adult - Diagnostic Imaging (DI) Department

Fax: 204-940-2318

Phone: 204-787-7325

Pediatric - Diagnostic Imaging (DI)

Fax: 204-787-3515

Phone: 204-787-5781

Cardiology (ECG) Department

Fax: 204-787-1704

Phone: 204-787-1588

Laboratory Department



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| | <p>Fax: Pt to bring printed req Phone: DI/ECG Department will communicate</p> <p>HSC Screening Supervisor Phone: 204-794-5930</p> <p>VICTORIA GENERAL HOSPITAL Diagnostic Imaging (DI) Department Fax: 204-269-7723 Phone: 204-477-3232</p> <p>Cardiology (ECG) Department Fax: 204-261-5609 Phone: 204-477-3321</p> <p>Laboratory Department Fax: 204-204-261-1107 Phone: 204-477-3326 or 204-477-3327</p> <p>VGH Screening / Hard StopPhone:</p> |
| Department | <p>Reports to be faxed back to site using established site process</p> <p>1) Results to be managed through Results Management Process</p> <p>Emergent findings will be called to the site using established site processes</p> <p>1) Clinical contact number during hours of operation</p> <p>2) After Hours contact as on requisition during non-clinic hours</p> |
| <u>CT/Ultrasound</u> | |
| Provider | <p>To contact the Radiologist on call to make arrangements as needed</p> <p>1) Pediatric patients- once request arranged with Radiologist fax the requisition to 204-940-3573 and call 204-787-5781 to confirm receipt of requisition</p> |
| <u>MRI/Nuclear Medicine</u> | |
| | Not able to be accommodated |

F) The Results Management Process:

| Person Responsible | Task |
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| PCA | <p>Receives all results via eFax</p> <p>Assigns all diagnostic results through established site processes</p> |



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| Provider | <p>Manages all diagnostic results through established site processes</p> <ol style="list-style-type: none"> 1) Ensures reconciliation of results received with the corresponding requisition 2) Contact patients for any results that require follow up such as a change to care plan and all COVID-19 results 3) Documents all patient encounters in patient's EMR 4) Clears all documents into respective patient's EMR by clicking "Reviewed" button once actioned 5) Consults with Site Medical Lead for case review if follow up need is not clear <p>Manages Negative COVID-19 Results</p> <ol style="list-style-type: none"> 1) Manually enters all COVID-19 lab results into the patients EMR lab section <ol style="list-style-type: none"> a. See CSIS "EMR COVID-19 Training Material" 2) Contacts only those patients with negative COVID-19 results who have requested an alternate method of accessing negative results as identified by the EMR global messaging flag using the approved script as promoted in the EMR. <ol style="list-style-type: none"> a. After 3 unsuccessful attempts to contact patient or if the patient had identified Canada Post as their preferred method of contact, generate "Negative Results Patient Letter" and mail b. After either successful contact with the patient or generation of a negative results letter for mailing, clear result into respective patient's EMR by clicking "Reviewed" button c. Clear global message 3) Clears all negative results without a global messaging flag into respective patient's EMR by clicking "Reviewed" button <p>Manages Positive COVID-19 Results</p> <ol style="list-style-type: none"> 1) Manually enters all COVID-19 lab results into the patients EMR lab section <ol style="list-style-type: none"> a. See CSIS "EMR COVID-19 Training Material" 2) Contacts patients with positive COVID-19 results using the approved script as promoted in the EMR 3) Clears all positive results into respective patient's EMR by clicking "Reviewed" button |
| Provider | <p>Runs Outstanding Requisitions, Referrals, Orders report as per established site processes every week to ensure timely receipt of results</p> <p>Contacts the diagnostic resources if result have not been received in timely manner</p> <ol style="list-style-type: none"> 1) Consults with Medical Lead for case review where follow up need is not clear 2) Alerts the Operations Lead when COVID-19 result has been received for requisition that is greater than 5 days |