



MODEL OF CARE:

COVID-19 Testing Sites in WRHA Community

Overview and Goals:

With WRHA Senior Leadership and Shared Health approval, there has been an identified need for the development of locations and alternate options within the Winnipeg catchment area where COVID-19 testing can be completed to identify any individuals who are COVID-19 positive to contain the spread of the Coronavirus. Testing is available to anyone in Manitoba.

COVID-19 Testing Sites include:

- **604 St. Mary's Road (PEDESTRIAN)** (*Located in former St. Vital Municipal Office)
Winnipeg, MB R2M-3L5
- **2735 Pembina Highway (PEDESTRIAN)**
Winnipeg, MB R3T-2H5
- **Thunderbird House (PEDESTRIAN)**
715 Main Street
Winnipeg, MB R3B-3N7

Thunderbird House focuses on an outreach and partnership model for testing the shelter population and vulnerable persons. A tailored approach is required for this population as they experience significant barriers (i.e. transportation, trust, mental health and addictions, etc.) to accessing the testing sites in the community.

- **Manitoba Public Insurance - Main Street Service Centre (DRIVE-THRU)**
1284 Main Street
Winnipeg, MB R2W-3T3

Manitoba Public Insurance Main Street Service Centre has been converted into a Drive-Thru Testing Site where any individual being tested will remain in the confines of their vehicle thereby minimizing contact and exposure with staff and the general public.

- **Mobile COVID-19 Testing (MOBILE)**

Mobile COVID-19 Testing (through Home Care Rapid Response Nursing) provides testing to individuals that are unable to leave their homes and or are immunocompromised or have transportation difficulties impeding their ability to safely attend a designated community testing site. This service model is an enhanced service for testing that will improve access to testing for those not currently able to personally access testing sites.

These sites will be open and staffed between the hours of 9:00 AM-4:00 PM seven days a week with the exception of Thunderbird House which is closed on Sundays.

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



MODEL OF CARE:

COVID-19 Testing Sites in WRHA Community

Management and Coordination:

Management and coordination of Testing Sites (with exception of Thunderbird House) will be done centrally and staffed under the direction of a Community Site Operations Lead with a designated on-site Site Coordinator and Clinical Lead at each location. This will ensure consistent operational and clinical processes/workflows are in place across all sites.

Note: As the Thunderbird House Testing Site is a partnered model between the Aboriginal Health and Wellness Centre of Winnipeg (AHWC) and WRHA, there will be two Community Site Operations Leads for the site; one from AHWC and one from WRHA. The site is staffed in partnership with the WRHA, AHWC and the Community Health Agencies and managed centrally through the COVID Response Unit.

Eligibility for Testing:

Information related to COVID-19 has the potential to change rapidly. To ensure current screening and testing criteria is always being referenced and used, it is imperative staff and providers at the Testing Sites frequently access the [Shared Health Manitoba: Provincial Coronavirus Resources for Health-Care Providers and Staff](#) website for the most up-to-date information.

However, Mobile COVID-19 Testing does have specific criteria that must be met in order for a patient to be eligible for testing. This includes:

- 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

Referral Process:

Most Testing Sites now operate on a self-referral basis thereby eliminating the requirement for a patient to be referred for testing by an approved Referral Source, with the exception of Mobile COVID-19 Testing.

Mobile COVID-19 Testing does require the patient to be referred by Health Links-Info Sante or their Primary Care Provider in order for testing to be scheduled, coordinated and completed.

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.



MODEL OF CARE:

COVID-19 Testing Sites in WRHA Community

Clinical Processes:

All providers working at a Testing Site will receive detailed training specific to the ordering of Labs/Diagnostics and Results Management as part of their orientation prior to the initial shift. Ongoing onsite orientation and troubleshooting will be offered by site leadership with support from CSIS as required. *COVID-19 EMR Training Documentation* has been developed by CSIS to support testing efforts.

To standardize and ensure consistency of clinical processes within each of the Testing Sites, all “Tasks” by “Person Responsible” that occur as part of the workflow at that specific site have been documented within a Standard Operating Procedure along with corresponding Role Instruction Sheets to guide staff and providers.

Note: Results Management pathways at the Thunderbird House Testing Site were adapted with the support of WRHA Test Site leadership to meet needs of clients, with additional support offered by AHWC and Doorways (centralized intake for Housing in Winnipeg). Training materials specific to this site were developed by Thunderbird House site leadership and maintained in partnership with COVID-19 Testing Site leadership at WRHA.