



Take Two | E-Newsletter | Special Edition

COVID - 19 Tips for Members in Community Practice

East Kootenay family physicians are playing an important role in identifying and managing potential cases of COVID-19 while continuing to provide high-quality comprehensive care to patients. The Division has received inquiries from members and specifically related to office-based practice. We have compiled information from a variety of sources.

We encourage all members to let us know the challenges you are facing in managing and safely responding to the management of COVID-19 in your office practice. Our team is actively working to access information and support that is needed. Feel free to drop us a note regarding any issue [here](#).

Interior Health Emergency Operations Centre will continue to issue updates, and we will strive to re-circulate those messages. They are setting up a Medical Working Group to improve communication with physicians.

In your clinic, if you have swabs and personal protective equipment, you are encouraged to continue appropriately testing symptomatic patients.

For Cranbrook FPs, Interior Health is setting up a community testing site at the Cranbrook Health Unit, beginning Friday March 13th in the afternoon. More details to come from IH.

INFORMATION SOURCES

The information presented below is a compilation of information gathered from the following sources:

[Canadian Government Checklist for Health Care Providers](#)

[World Health Organization Situation Report](#)

[Routine Practices and Additional Precautions](#)

[BC Centre for Disease Control](#)

PRACTICE RESOURCES

PLAN:

1. Family physicians should follow the same standard procedures as influenza cases.
2. Family physicians and their office staff should have a clear plan that is followed should a high-risk patient identify themselves.

TIPS:

- Post signage on external doors and within clinic and change office voice mail message requesting that patients with symptoms to self-identify before entering the office space. See tools below.
- In addition to signage, patients can also be notified through your voice mail system, notice on your website, mass emails or texts
- Consider use of digital signage (computer or TV screens) to communicate your office policies and also to post informational handouts/videos for patients
- Remove all magazines, brochures, children's toys from waiting rooms and exam rooms

- Where appropriate, consider offering telemedicine visits such as telephone calls or video conference visits. Billing information can be found [here](#).

TOOLS:

- **Clinic Entry Poster in English from BCCDC**
- ***Adapted Clinic Entry Poster in English** - *Directs symptomatic patients who present in clinic to return to their car and phone, allows physicians to add their office phone number to the fillable box near the phone image. Credit to Dr. Jaron Easterbrook. Shared with permission.

GUIDELINES:

- Who to test: **Latest guidelines from BCCDC.**
- **Memo to All Physicians on Information on COVID-19 & Required Use of IH Email - March 6**
 - IH Clinical Algorithms for Hospital and Community Settings:
 - **Approach to Suspect COVID-19 Cases Admitted to IH Hospitals**
 - **Approach to Suspect COVID-19 Cases Presenting in Emergency Dept**
 - **Approach to Suspect COVID-19 Cases (Novel Coronavirus) Presenting in a Community Setting**
- **Memo to All Physicians on Update to Approach and Algorithms for Suspect COVID-19 Cases - March 6**
- **Physicians - Droplet and Contact Precautions from VIHA**
- **Physicians- Putting on PPE from VIHA**
- **Physicians- Removing PPE from VIHA**

PURCHASING MEDICAL SUPPLIES - Last Updated March 6**1. Henry Schein:**

Existing GP clients have to contact their sales consultant directly to learn what stock is on hand.

Customer Service can be reached at 1-800-668-5558.

Company website: <https://www.henryschein.ca/ca-en/Medical/default.aspx>

2. Bowers:

- Mask: No N95 available with long wait list, Earloop Level 1 available with quantities limited; Earloop Level 3 with visor cap available (about 100 boxes)
- No goggles available
- Bacoban and Caviwipes are still available
- In general, supplies are allocated to hospitals first and to accommodate customers with existing orders; quantities and allocations may change every day

For more information, please contact:

TracyStoroshenko@bowersmedical.com and brittanyb@bowersmedical.com,

or call customer service at (604) 946-7712.

Company website: <https://www.bowersmedical.com/>

3. The Stevens Company:

- Masks: no N95 are available, other masks are available
- Very strict allocations; acute care and primary care are the priorities
- Restricted availability due to rationing
- Only taking orders from "existing primary customers"

Further details need to be discussed with Jennifer Cummings (jennifer.cummings@stevens.ca). Company website:

<https://stevens.ca/>.

EXPLORING THE USE OF VIDEOCONFERENCE TO SEE YOUR PATIENTS?

Doctors of BC has put together **an overview of privacy and security considerations for GP practices**

BILLING ADVICE ON VIRTUAL CARE

Doctors of BC has created **an overview of the virtual care fees and incentive payments** available to BC family physicians for patient videoconference visits and patient clinical discussions conducted over the phone, through email or instant messaging.

DOCTORS OF BC

Physician coverage during quarantine:

- Physicians may be eligible for coverage for quarantine under the Doctors of BC Physician Disability Insurance plan (if they are enrolled) or through a new quarantine provision under the Physician Master Agreement.
- Senior staff are currently clarifying eligibility requirements, process, extent of coverage, etc. Meetings with government are taking place with respect to enacting the PMA provision. More detailed communications from Doctors of BC in the coming week
- If physicians require immediate information/support, please e-mail insurance@doctorsofbc.ca and a team member will be ready to help.

CLINICAL INFORMATION

WHERE TO FIND INFORMATION - Please Note Most Websites are Updated Daily

Latest Update from BC's Chief Medical Health Officer:

Feb 26, 2020

Page One is for Physicians, second page is for patients

Clinical Information

BC Centre for Disease Control:

Webpage link for health care professionals

Ministry of Health

Pandemic Preparedness

Confirmed Cases in Canada

For the latest updates on confirmed cases in Canada, visit the Public Health Agency of Canada website.

Travel Advisories

For the latest updates on travel restrictions, visit the Public Health Agency of Canada website

Confirmed Global Cases

For the latest global case counts, visit Daily Situation Reports - World Health Organization

Clinical Characteristics of Coronavirus in China

Feb 28, 2020 New England Journal of Medicine:

RESOURCES FOR YOUR PATIENTS

Healthlink:

<https://www.healthlinkbc.ca> or 8-1-1 Translation in 130 languages available

BC Centre for Disease Control:

Webpage for general public in English, with links to traditional Chinese and Punjabi language webpages: **<http://www.bccdc.ca>**

For patients who have travelled from abroad:

<https://www.canada.ca>

Patient Handouts on Self Isolation from IH

VIDEOS: BC Government Videos on Risk of Getting Coronavirus (each is 22 seconds long)

- **English**

How to Wash Your Hands:

<https://sneezesdiseases.com>

Routine Infection Control Practices:

<https://sneezesdiseases.com>

Please be in touch!

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Tell the East Kootenay Division what you need, how have you been challenged to manage COVID-19 in your office practice. Need help to

[Translate](#) ▼

[RSS](#) 

implement some of these recommendations? Please drop us a quick note and we'll try our best to help.

Thanks to Richmond Division of Family Practice for compiling some of this information.

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For more information about the East Kootenay Division of Family Practice or to suggest future news items for Take 2 please contact:

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