

Workflow – In-person Assessment Clinic (COVID-19)

April 13, 2020

Patient
Division staff
Physician
MOA
RN

Physician emails patient name and phone number to assessmentclinicphysician@fnwdivision.ca

Patient information received by MOA at assessment site

Phones patient and gets PHN, DoB, travel history, and GP info

Patient arrives, calls burner phone

Books patient appointment* and gives number to burner phone. Instructs patient to call when they arrive and stay in car until further instructions given

RN calls patient back, does assessment and hx over the phone; instructs patient to meet MOA or RN at side door – brings patient directly to exam room

cc result to referring physician if swabbed; if no swab required, send follow-up note to close the loop

Patient assessed

Requires ED transfer

→ call RCH ED (604-520-4000 (say you are Dr. XXX sending in respiratory patient))
→ Complete ED transfer form

Requires testing (see swab testing process)

Physician completes post-consultation form for patients who are: pregnant, awaiting surgery, sent to ED to notify hospital of swab and result

Complex patient presentation or referred outside of testing criteria – see physician directly

Low patient complexity – RN assess and swab, report to physician for sign-off

Sends information package to physician

Sends doxy.me user name and password and OSCAR access

Sends individual OSCAR user name and password

Physician wanting to do clinic shifts emails Michiko

Signs up for shifts via WBVollies

Signs in to doxy.me with provided user name and password

Signs assignment of payment form

Arrives on site, applies PPE, and signs into shared OSCAR instance with individual OSCAR login

Prescriptions:

- Create a prescription in OSCAR
- Generate PDF (select print it to pdf)
- Call in prescription directly to pharmacy for patient to pick up

Physicians will write from own prescription pad
 Printing access is available at the clinic
 If prescription done from group login, they need to put their college ID and signature

Billing

Physicians will have the choice to be paid FFS or hourly sessional payment

- Indicate preference on shift schedule and payment form
- Contract must be signed prior to receiving sessional payment
- Signed payment form and shift stats to be sent to michiko.mazloun@fnwdivision.ca

*Appointments are booked in 10 minute increments

Swab testing process:

Testing is available for all patients who need it, but not everyone requires a test. B.C. is currently testing those with respiratory symptoms who are:

- 1. Hospitalized, or likely to be hospitalized*
- 2. Health care workers*
- 3. Residents of long term care facilities*
- 4. Part of an investigation of a cluster or outbreak.*

Swabs are available in exam room → RN makes note in patient chart once swab is completed

- Simultaneously, chart is being reviewed with requisition ready → labels are printed - one label on paper req, one label on swab
- RN inside exam room opens the door, drops swab into bag with req (held by MOA outside the door), bag is sealed and put in fridge until delivery
- RN delivers swabs a few times per day

Results

- Patient calls BCCDC hotline (1-833-707-2792)
- Results sent to Royal Columbia Medical Clinic with referring physician's name

Resources

Virtual Health Physician Shift:

https://docs.google.com/document/d/19aXklY4ZNAQQWxeJin85oSS18F5gjZN_/edit#heading=h.i8f5qb2q00os

BC CDC COVID-19 Care

COVID-19 Guidance on Sample Collection and Testing

COVID-19 Self-Assessment Tool: www.covid19tool.com

List of BC Medical Health Officers (FRASER HEALTH AUTHORITY after hours on-call: 604-527-4806).

Influenza-Symptom Testing Center - FNW - Setup Document

Telehealth FAQ