

# Patient Flow in the time of COVID-19

 See page 2 for pregnancy and sexual health.



Virtual care with Family Doctor,  
 Walk In Clinic or maternity provider

## Patient requires immediate or same-day care.

Does this patient have Chest Pain or are they in extremis, in danger of deteriorating rapidly, or do they have any other Red Flags? Call EMS / send to the ED.

► **COVID Red Flags:** severe shortness of breath at rest, difficulty breathing, chest pain/pressure, cold, clammy or pale and mottled skin, new confusion, difficult to rouse, blue lips or face, little or no urine output, coughing up blood, or other conditions such as neck stiffness, or non-blanching rash.



**Emergency Department**

## Patient is higher COVID risk AND ONLY requires COVID testing.

**CAN ONLY DO TESTING.** See [medicalstaff.islandhealth.ca/screening-guidance](https://medicalstaff.islandhealth.ca/screening-guidance). Physicians fax a **testing referral form** to 1-855-755-6206 OR patients can self-refer by calling 1-844-901-8442.



**Testing Clinic**

## Patient is higher COVID risk AND requires any physical exam AND exam cannot wait until symptoms have resolved.

**NOT SAME DAY.** Fax **combined physical exam referral form** to 250-475-7656 (higher risk intake). Clinic has exam tables (can do gyne exams). Services (all ages) include: throat/NP swab, pregnancy test, prescriptions (not duplicate), urgent immunizations (incl. tetanus) and basic dressing changes. If questions, call Public Health nurse at 250-388-2200. **Higher-risk COVID criteria include:**

- COVID-positive (< 10 days since symptom onset; lingering cough okay), OR < 14 days since contact with confirmed/presumed COVID ⊕ person OR returning traveler within 14-day isolation period.
- Cough, fever, fatigue, dyspnea, myalgia, headache, sore throat, chills, rhinorrhea, loss of smell/taste.
- Diarrhea, nausea or vomiting (if accompanying other symptoms; unlikely COVID if only these).

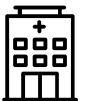


**Island Health Higher Risk Assessment Clinic**

## Patient is not higher COVID risk AND requires urgent care (not in the emergency department).

Same-day possible: **physicians OR patients** call 250-519-6919 (WUPCC) 8am-8pm, 7 days to refer. Otherwise, fax **combined physical exam referral form** to 778-402-7553 (lower risk intake).

**Services:** in addition to typical examinations can do slit lamp, mental health services (Tue-Fri), IV fluids and antibiotics, and wound care (please try community care first).



**Urgent Care Centre**

## Patient is not higher COVID risk AND requires any physical exam.

Fax **combined physical exam referral form** to 778-402-7553 (lower risk intake).  
 Central fax monitored 8:30-4:30 Monday through Saturday.



**Lower Risk CAPE Clinic**

# Obstetrical and Sexual Health care in the time of COVID-19



**Virtual care with Family Doctor,  
Walk In Clinic or maternity provider**

Unless your referral is for a completely non-obstetrical issue, please consider calling your patient's maternity provider first.



**Pregnant Patient requires immediate or same-day obstetrical care.**

Call maternity provider first. Then,

- if < 20 weeks GA send to the Emergency Department (VGH preferred).
- if > 20 weeks GA, send to L&D. If higher COVID risk call first (250-727-4222) to coordinate arrival on unit.



**Victoria General  
Hospital**

**Pregnant patient is higher COVID risk AND requires urgent non-obstetrical physical exam AND exam cannot wait until symptoms have resolved.**

**NOT SAME DAY.** See services and criteria on page 1.

Call maternity provider first. Fax combined physical exam referral form to 250-475-7656 (higher risk



**Island Health  
Higher Risk  
Assessment Clinic**

**Pregnant patient is higher COVID risk AND requires non-urgent obstetrical care AND exam cannot wait until symptoms have resolved.**

Call maternity provider first. Referral to AAU higher COVID risk clinic can only come from maternity providers.



**Antenatal  
Assessment Unit**

**Pregnant patient is not higher COVID risk AND requires urgent care (not in the emergency department).**

Call maternity provider first. Same-day possible: physicians OR patients call 250-519-6919 (WUPCC), 8am-8pm, 7 days to refer. Otherwise, fax combined physical exam referral form to 778-402-7553 (lower risk intake). Services on page 1.



**Urgent Care  
Centre**

**Pregnant patient is not higher COVID risk AND requires any physical exam.**

Call maternity provider first. Fax combined physical exam referral form to 778-402-7553 (lower risk intake).



**Lower Risk  
CAPE Clinic**



**COVID Testing Clinic**  
Patient requires COVID testing.  
Physicians fax a referral or patients self-refer. See page 1.



**Island Sexual Health  
or VI Women's clinic**  
Patient requires STI testing.  
Patients pick up self-test kits at ISH (patients must call first), Women's clinic, or [getcheckedonline.com](http://getcheckedonline.com).



**Women's Health**  
Patient requires women's health care.  
Urgent contraception needs, IUD, miscarriage, and abortion. Referral form at [viwomensclinic.ca/referring-a-patient](http://viwomensclinic.ca/referring-a-patient).