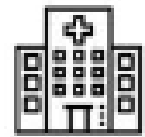# Patient Flow in the time of COVID-19

Virtual Care with Family Physician, Nurse Practitioner, Walk-in Clinic, or Maternity Provider

Patient requires **immediate or same-day urgent care**

Emergency Dept.

Does the patient have chest pain, are they in danger of deteriorating rapidly, or do they have any other Red Flags? Call and 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.

Patient requires **only COVID-19 testing**

Interior Health Testing Clinic

To refer a patient (age 16+) for COVID-19 testing, call **250-770-3434**. Or patients can self-refer using this same number. Testing site is located at Penticton Regional Hospital - Psychiatric Unit parking Lot - off Industrial Avenue East.

Patient requires **physical exam** that can not be accommodated at your family medicine clinic; patient **may also have COVID-19 symptoms**

Outdoor Assessment Centre

Refer to the Assessment Centre through the Ponderosa Primary Care Centre booking system:
- by fax: **250-492-3514**
- by phone: **236-422-3557**
- by ereferral network (through med access to Dr. Calitz or Dr. Vandenberg)

The Assessment Centre can provide COVID-19 testing during appointments for patients (age 2+).