

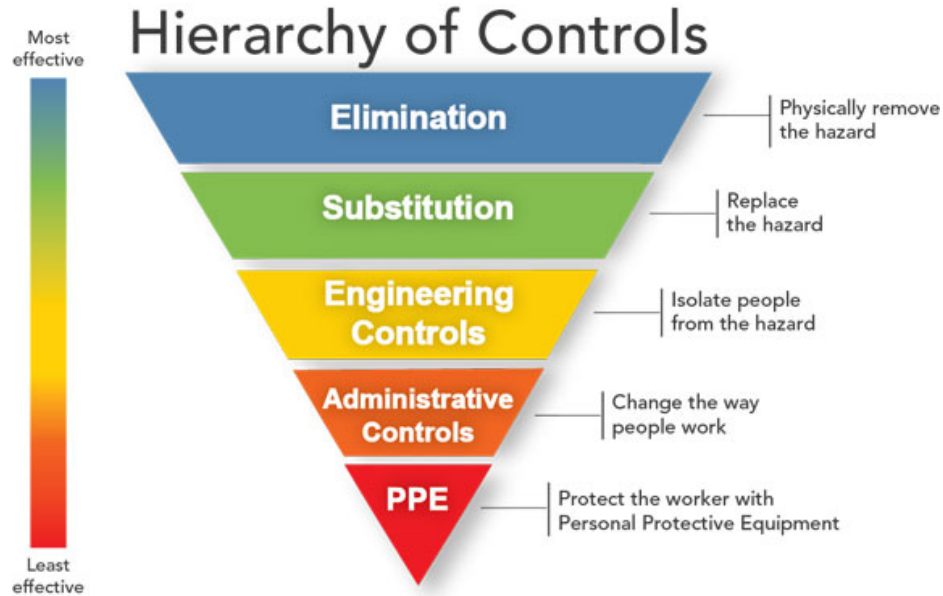
# Practising safely in primary care

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Wednesday 29 September 2021

# What can we control?



# Screening

## Triage

**Screening and Attestations** (Screening employees, patients, contractors for symptoms prior to entering).

## Telehealth

- where possible for non-covid matters, who needs face to face care - screen, attests and use relevant PPE according to the guidelines.

## ILI/Resp illness

- **For ILI/Resp illness without a neg COVID test- N95 + eye protection and add gown for close physical contact**
- **For triaged patients and resp illness patients who have a neg COVID test - surgical mask + eye protection**
- No face-to-face consultation without a neg COVID test result first (has to be in the last 24-48 hrs).
- PCR testing is **the most accurate testing** method and with assessment using telehealth video preferred
- Multiplex testing includes SARS-CoV-2 - “Respiratory virus PCR multiplex (including SARS-CoV-2)

# PPE at COVID peak

## Guidance and advice for COVID Peak

Health service guidance	COVID Peak
<a href="#">PPE Tier 1</a> < <a href="http://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19">www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19</a> >	Addition of eye protection when treating COVID negative patient/residents.
<a href="#">PPE Tier 2</a> < <a href="http://www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19">www.dhhs.vic.gov.au/personal-protective-equipment-ppe-covid-19</a> >	As per droplet and contact precautions where there is risk of exposure to blood or bodily fluids for COVID negative patients/residents
<a href="#">PPE Tier 3</a>	All exposure/care/contact with <a href="#">Low-risk</a> /high-risk SCOVID and confirmed COVID patients For staff undertaking testing at port of entry and community COVID testing locations

## Victorian Health Service Guidance and response to COVID- 19 Risk

[follow this link to guidance for health services to respond to changing COVID-19 transmission in community](#)

## Conventional use of PPE – COVID-19

[follow this link to guidance to the appropriate levels of PPE use](#)

# Preventing current challenges in General Practice

your mandatory COVIDSafe Plan is being regularly reviewed and updated

Best practice	plans should include
<b>Vaccination – mention vaccination in every consultation &amp; continue to encourage and support all staff to get fully vaccinated</b>	
<b>Clear planning in advance</b> with appropriate risk mitigations	<b>Stream workforce mobility</b> – single sites, onsite vaccinations work flow in common areas and shared spaces , staff attestations, movement between nursing homes and multiples sites <b>Change your work environment, patient streaming and triage strategies to prevent unnecessary contact between people</b> <b>Deferral of some non essential services</b>
<b>Practice procedures</b>	<b>Test your procedures</b> to ensure minimal non-essential contact points (check-ins, CCTV, computer documentation)
<b>Business continuity plan</b> and measures to ensure service continuity	<b>Telehealth video preferred</b> - Ensure all staff can work remotely <b>Partnerships with other practices</b> - Make friends with your neighbours <b>PHN</b> – for support
<b>Clear communication</b> channels between staff and with your patients	Signage regarding physical distancing, appropriate recording of all attendees, QR codes – now mandatory, virtual communication strategies embedded with clear responsibilities

# Preventing current challenges in General Practice

your mandatory COVIDSafe Plan is being regularly reviewed and updated

Best practice	plans should include
<b>Infection prevention and control processes</b> - be vigilant and undertake regular reviews	<p><b>COVID-19 Cleaning guidelines for workplaces</b> <a href="#">Department of Health and Human Services Victoria   Infection prevention control resources (dhhs.vic.gov.au)</a></p> <ul style="list-style-type: none"><li>• Schedule twice daily routine cleaning of high touched areas reduces risk</li><li>• Tiered table of cleaning requirements depending on exposure sites and time since exposure</li></ul> <p><b>Healthcare worker furloughing</b></p> <ul style="list-style-type: none"><li>• Furloughing decisions are made with local PHU and DH</li><li>• Strategies to reduce impact on clinics.</li></ul> <p><b>Ventilation</b></p> <ul style="list-style-type: none"><li>• reduce density of people in rooms. Minimise time spent in waiting rooms</li><li>• Optimising ventilation and air-circulating strategies: Open windows and doors, increase air movement wherever possible.</li></ul>

[WorkSafe Victoria's OHS Essentials](#) is a free workplace safety consultation service, delivered by independent occupational health and safety (OHS) experts <https://www.worksafe.vic.gov.au/ohs-essentials-program>

[Free Infection Prevention Helpline](#) offers Victorian General Practices access a free infection prevention helpline to help them keep their patients and staff safe. Call 1800 312 968 9am – 5pm Weekdays <https://www.murrayphn.org.au/free-helpline-for-victorian-health-services/>

# Workplace health challenges aren't just infectious

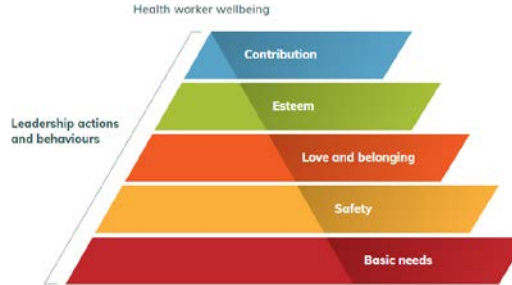
## Poor wellbeing can cause:

- Fatigue
- Mental Health
- Reduced “joy” in work
- Burnout and turnover
- Delayed physical health checks
- Carpark traffic safety
- Violence



## Pandemic Kindness Movement

Spreading only kindness



Connecting health workers and communities

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## Healthcare worker wellbeing centre

The healthcare worker wellbeing centre includes a **range of resources and support** for all who work in **clinical and non-clinical roles** in health services, community health and aged and **primary care settings**.

<https://www.bettersafecare.vic.gov.au/support-and-training/hcw-wellbeing>

Here you can find resources tailored to the time you have e.g. a quick "pause" or more in depth supports such as leadership through crisis and change

And other great websites:

## Hand n Hand peer support Pandemic Kindness Movement

# Healthpathways



## Western Victoria

- Home
- COVID-19
- About HealthPathways
- Aboriginal and Torres Strait Islander Health
- Acute Services
- Allied and Community Health
- Child Health
- Investigations
- Legal and Ethical
- Lifestyle and Preventative Healthcare
- Medical
- Mental Health / Drug and Alcohol
- Older Adults' Health

### Health Alert

For information, latest updates, and news, see:

- [Coronavirus Disease 2019 \(COVID-19\) Information](#)
- [Victoria DHHS – Coronavirus COVID-19 Daily Update](#)

There are new MBS items for COVID-19 telehealth and telephone consultations. See [item numbers and explanatory notes](#).

### Latest News

16 September

[health.vic](#)

[Health alerts and advisories](#)

23 June

#### Testing for respiratory pathogens

Although local and international rates of influenza are low, there have been influenza cases detected in returned overseas travellers.

### Pathway Updates

Updated – 17 September

[Myocarditis and Pericarditis After mRNA COVID-19 Vaccines](#)

Updated – 16 September

[Adult Recent Sexual Assault](#)

Updated – 15 September

[Inflammatory Bowel Disease \(IBD\)](#)

Updated – 15 September

[Prenatal Screening and Diagnosis of Fetal Anomalies](#)

Updated – 14 September

[Transgender Health and Gender Diversity](#)

[VIEW MORE UPDATES...](#)

### About HealthPathways

[What is HealthPathways?](#)

USING HEALTHPATHWAYS

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EVENTS AND EDUCATION

PHN LEARN

BETTER HEALTH CHANNEL

HEALTHCARE IN WESTERN VICTORIA



[gippsland.healthpathways.org.au](http://gippsland.healthpathways.org.au) [melbourne.healthpathways.org.au](http://melbourne.healthpathways.org.au)

[murray.healthpathways.org.au](http://murray.healthpathways.org.au), [westvic.communityhealthpathways.org](http://westvic.communityhealthpathways.org)

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# Healthpathways

[COVID-19 High-risk Vaccination Support](#)

[COVID-19 Vaccination Information](#)

[COVID-19 Vaccination Procedure](#)

[COVID-19 Vaccine-induced Thrombosis with Thrombocytopenia Syndrome](#)

[Myocarditis and Pericarditis After mRNA COVID-19 Vaccines](#)

[COVID-19 Initial Assessment and Management](#)

[COVID-19 Ongoing Assessment and Management](#)

[COVID-19 Aged Residential Care Assessment and Management](#)

[COVID-19 Child Assessment and Management](#)

[COVID-19 Palliative Care](#)

[Eastern Melbourne COVID-19 Primary Care Management \(NEPHU\)](#)

[NE Melbourne COVID-19 Primary Care Management \(Austin Health\)](#)

[NW Melbourne COVID-19 Primary Care Management](#)

[SE Melbourne COVID-19 Primary Care Management](#)

[Murray PHN COVID 19 Primary Care Management](#)

[Gippsland PHN COVID 19 Primary Care Management](#)

[COVID-19 Practice Management](#)

[Telehealth](#)

[Respiratory Presentations During Low COVID-19 Prevalence](#)

[Post-COVID-19 - Long COVID](#)

[Post COVID-19 Referral](#)

[Electronic Prescribing](#)

[COVID-19 Testing and Referral Advice](#)

[COVID-19 MBS Items](#)

[COVID-19 Information](#)

[COVID-19 Mental Health](#)

[COVID-19 Recent Changes](#)

# The pathway

## Red flags

## Background

## Important phone numbers

## Assessment

## Management

## Referral

## Information

### 3. Confirm clinical status is [low risk category](#) ▼:

- Confirm past medical history, current medications, history of smoking (note: active smoking > 15 cigarettes per day is considered medium risk category)
- Establish whether any [low risk category](#) ▼ co-morbidities.
- Ask about COVID-19 symptoms and confirm mild illness severity using National COVID Taskforce definitions:

- [Mild illness definition](#) ^

#### Mild illness definition

- Adults not presenting any clinical features suggestive of moderate or severe disease or a complicated course of illness.
- Characteristics:
  - no symptoms, or
  - mild upper respiratory tract symptoms, or
  - cough, new myalgia, or asthenia without new shortness of breath or a reduction in oxygen saturation.

- [Moderate illness definition](#) ▼

- [Severe illness definition](#) ▼