# Living with COVID-19 Pandemic checklist for General Practice

## General Practice preparedness for an ongoing response to COVID-19 pandemic

### Is your General Practice prepared for living with COVID-19?

*This resource is designed to support preparedness and response in General Practice through the changing landscape of living with COVID-19 in our community.*

| Date completed: | |
|---|---|
| Review due: | |

ISO 9001 QUALITY

| | Questions to ask | Resources or ideas | Links to information | Yes/No | Comments / to do |
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| ☐ | Does our practice have a dedicated person or persons responsible for Infection Control and/or Pandemic in the practice? | • Accreditation standards 5$^{th}$ edition requires an Infection Control responsible person<br>• In a Pandemic you should have:<br>   o Pandemic Leader<br>   o Pandemic Coordinator<br>   o Pandemic Communicator<br>• One person can be all three if needed | • RACGP – RACGP Accreditation Standards 5th Edition<br>*(Page 145 - Criterion GP4.1 – Infection prevention and control, including sterilisation)* | | |
| ☐ | Does our practice have a copy of the Infection Prevention and Control Standards 5th Edition? | • Infection Prevention and Control Standards 5th Edition | • RACGP website – Infection Prevention and Control Standards – 5th edition | | |
| ☐ | Does our practice have a Pandemic Policy and Procedure in place for COVID-19? | • RACGP Pandemic guides including:<br><br>o Develop a Pandemic Response Plan<br><br>• Managing Emergencies in General Practice – Guide for preparation, response, and recovery | • RACGP – Managing Emergencies in General Practice<br>• RACGP – COVID Safety Plan<br>• RACGP – Managing Pandemics<br>• Australian Government DoH – Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19) | | |
| ☐ | Does our practice have a Business Continuity Plan? | • Refer to the RACGP Accreditation standards and the templates as provided by RACGP to support a Business Continuity Plan | • RACGP – RACGP Accreditation Standards 5th Edition<br><br>*(Page 43 - Criterion C3.3 – Emergency response plan)*<br><br>• Emergency Response Planning Tool | | |

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| ☐ | Does our practice need to be modified to help reduce the spread of infection? | • Think about how your practice can best make use of space to accommodate 'Living with COVID-19' (waiting areas, tea rooms, reception, offices, and treatment rooms etc.) | • Department of Health – Minimising the risk of COVID-19 transmission in a primary health care setting<br><br>• RACGP – Managing patients who present with respiratory symptoms in the context of COVID-19 | | |
| ☐ | Has a risk assessment been performed in our practice for a pandemic? | • Consider using a risk matrix for your practice. | • Australian Government DoH – Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19)<br><br>• RACGP – General Practice Management toolkit  see section 6 managing risk<br><br>• Queensland PHN – COVID-19 in the Community Preparation Checklist<br><br>• Northern Queensland PHN – HealthPathways | | |
| ☐ | Are our staff up to date with ALL immunisations? (including COVID-19, Influenza and Pneumococcal) | • This is a requirement of Accreditation standards 5th edition | • RACGP – RACGP Accreditation Standards 5th Edition<br>*(Page 47 - Criterion C3.5 – Work health and safety)* | | |

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| | Do we have an immunisation register? | | • Queensland Government – Requirements for workers in healthcare settings<br><br>• Australian Immunisation Handbook – The Australian Immunisation Handbook Quicklinks | | |
| ☐ | Is there an allocated member to maintain the vaccine fridge and cold chain?<br><br>Has the Vaccine Management Plan been updated? (if required)<br><br>Do all staff understand the importance of cold chain management and what a cold chain breach is?<br><br>Are staff trained in managing cold chain breaches? | • Consider strategy for power outage (Battery backup, generator, esky, Sof-Pac Insulated Bag, etc)<br><br>• Printed copy of Vaccine Management Plan in the esky with a portable thermometer, torch and temperature recording book<br><br>• Printed copy of the Vaccine Management Plan at reception and stored with the Emergency Response Plan<br><br>• Consider contacting NQPHN for education opportunities | • RACGP – RACGP Accreditation Standards 5th Edition<br><br>  *(Page 165 – Criterion GP6.1 – Maintaining vaccine potency)*<br><br>• Queensland Government – Cold Chain Breaches<br><br>• Queensland Government – Vaccine Management Plan - Order, store and manage vaccines<br><br>• Australian Immunisation Handbook - The Australian Immunisation Handbook Quicklinks<br><br>• Strive for 5 Handbook - National Vaccine Storage Guidelines 'Strive for 5' | | |

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| ☐ | Have all staff who administer COVID-19 undertaken Australian Government Department of Health mandatory training?<br><br>Do clinical staff have access to PRODA and AIR? | • Consider attending Information sessions or Webinars with TPHU on COVID-19, Influenza and Pneumococcal vaccines etc.<br><br>• Consider contacting NQPHN for education opportunities<br><br>• Regularly check NQPHN events calendar | • Australian Government Department of Health – COVID-19 vaccination training program<br><br>• Australian Government Services Australia – PRODA (Provider Digital Access)<br><br>• Australian Government Services Australia – PRODA education for health professionals<br><br>• Queensland Government – Using the Australian Immunisation Register (AIR)<br><br>• Northern Queensland PHN – Accessing the Australian Immunisation Register using PRODA | | |
| ☐ | Do our staff have access to resources to support their mental health and wellbeing? | • Take time to care for ourselves<br><br>• Take opportunity to debrief with colleagues. | • Northern Queensland PHN - Workforce support (inc. PPE ordering)<br><br>• Queensland Government – Community Recovery – Community Service Directory<br><br>• Black Dog institute - TEN- The Essential Network for Health Professionals | | |

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| ☐ | Do our staff know how to triage patients for COVID-19 over the phone or face to face? | • Posters – questions to ask patients<br><br>• Have a script<br><br>• Triage chart for reception/nurse<br><br>• Consider both telephone and walk in patients | • RACGP – Managing patients who present with respiratory symptoms in the context of COVID-19<br><br>• RACGP – Managing COVID-19 at home with assistance from your general practice (NEW)<br><br>• Northern Queensland PHN – HealthPathways<br><br>• RACGP – Patient Alert Posters | | |
| ☐ | Do our staff understand the role of Rapid Antigen Tests in General Practice? | • Communicate information and updates with your team<br><br>• Develop clear policies within your practice for both patients and staff | • RACGP – Rapid Antigen Tests in General Practice (need to scroll down to select the drop-down section)<br><br>• Australian Government Department of Health – Rapid Antigen Tests<br><br>• Queensland Government – Rapid Antigen Test (RAT) – positive result registration form | | |
| ☐ | Does our team know how to respond to a positive COVID-19 case within the practice team? | • Create an Outbreak management plan for staff (See Section 4) | • Queensland Government – I have COVID-19<br><br>• Northern Queensland PHN – Quick link resources | | |

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| | | | • Northern Queensland PHN – [Workforce support (inc. PPE ordering)](#)<br><br>• Northern Queensland PHN - [HealthPathways](#) | | |
| ☐ | Have we adequately assessed the individual response and support networks of each of our team members? | • Response register<br><br>• Assess short comings<br><br>• Review working arrangements and support processes | • Queensland Government – [Get COVID-Ready](#)<br>• Northern Queensland PHN – [Workforce support (inc. PPE ordering)](#) | | |
| ☐ | Do we have measures in place to optimize the use of PPE to its full potential?<br><br>Have you considered fit testing your staff?<br><br>Does our practice have PPE Equipment available for staff?<br><br>Is there enough stock for at least 4 weeks, including tissues and pathology specimen equipment?<br><br>Is there hand sanitizing facilities and non-touch bins | • Cohort patients<br><br>• Correct application and removal<br><br>• Adequate stockpile for your practice<br><br>• Correct method of hand sanitizing (hand scrubbing and hand rubbing)<br><br>• Cough etiquette and posters visible<br><br>• Annual Fit Test Training of P2/N95 Masks | • RACGP – [Optimising the use of PPE in general practice during COVID-19](#)<br><br>• Queensland Health – [Personal protective equipment (including video on donning and doffing)](#)<br><br>• Australian Government DoH – [Guidance on the use of PPE](#)<br><br>• Australian Government Department of Health – [PPE for health workforce](#) | | |

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| | available for staff, patients and visitors? | • Consider contacting NQPHN for support with facilitating education and training sessions | | | |
| ☐ | Does our practice have a space for PPE equipment? | • Have PPE ready for quick access; Trolley, box etc | • Northern Queensland PHN – Infection control (inc. PPE ordering) | | |
| ☐ | Do our staff understand the COVID-19 definitions and restrictions? | • Consider ensuring your staff understand the definitions as used within the relevant federal and state health departments in relation to COVID-19. | • Queensland Government – COVID-19 in Queensland | | |
| ☐ | Do our staff have a good understanding of the most frequently asked questions to help assist our patients? | • Have the latest version readily accessible to staff<br><br>• Provide to patients if they need reassurance on specific FAQs that have been addressed by QLD Department of Health | • Australian Government DoH – About the COVID-19 pandemic (NEW)<br><br>• Queensland Health – Stay informed COVID-19<br><br>• Queensland Health – posters, FAQ for patients<br><br>• Northern Queensland PHN – HealthPathways | | |

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| ☐ | Can our practice identify vulnerable groups?<br><br>Are GPMPs (Care Plans), CMAs (Comprehensive Medical Assessment and Health Assessments (75 years+ Health Assessment, Disability Health Assessment, Healthy Kids Health Assessment, ATSI 0-14 years, ATSI 15-54 years, ATSI 55 years+) up to date to assist with identifying at risk groups? | • Using data extraction tool e.g., PenCat or Polar<br><br>• Use Practice software to search queries available.<br><br>• Vulnerable groups might include older persons; pregnant women; patients with a chronic disease, and Aboriginal / Torres Strait Islander patients<br><br>• Consider doing Recalls to identify patients requiring Care Plans, Comprehensive Medical Assessment and Health Assessments<br><br>• Consider performing Data Cleansing to identify information missing or out of date in a patients file<br><br>• Consider creating a Wellness Kit and Isolation Plan with vulnerable patients who seldom attend a practice due to a medical condition or inability. | • Australian Government DoH – People at higher risk of coronavirus (COVID-19)<br><br>• Queensland Government – COVID-Ready: People at risk of serious illness<br><br>• Northern Queensland PHN – HealthPathways | | |

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| ☐ | Does our practice have measures in place to provide vaccinations in a COVID safe manner? | • Consider social distancing, alternative venues and sessions | • Australian Government DoH – ATAGI Guiding Principles for maintaining immunisation services during pandemic<br><br>• Strive for 5 Quick Reference guide | | |
| ☐ | Have all our staff completed the Hand Hygiene online training module? | • Equip your staff with all the available resources to protect themselves and others<br><br>• Maintain a register<br><br>• Display posters to promote Hand hygiene | • National Hand Hygiene Initiative<br><br>• Australian Government DoH – COVID-19 Infection control training<br><br>• Queensland Health – Hand Hygiene Posters<br><br>• Northern Queensland PHN – Infection Control<br><br>• Hand Hygiene Australia – Learning modules | | |
| ☐ | Does our practice have a cleaning policy/schedule in a pandemic situation including waste management? | • Visit Department of Health principles for Cleaning and disinfection<br><br>• Refer to RACGP 5th Standards<br><br>• Consider the three types of waste, General, Clinical and Related waste | • Australian Government DoH – Environmental cleaning and disinfection principles<br><br>• Australian Commission on Safety and Quality in Health Care – Environmental Cleaning: Information for Cleaners<br><br>• RACGP – Infection Prevention and Control Standards (5th edition) | | |

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| ☐ | Does our practice have a place to isolate patients? | • Separate from other patients such as: In a separate room, Outside the practice, In a car or the patients home | • RACGP – COVID-19 infection control principles. Infection control principled for consulting with suspected cases for COVID-19 | | |

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| ☐ | Does our practice know where to send people for testing? | • See Queensland Health Website | • Northern Queensland PHN – Testing patients for COVID-19<br><br>• Northern Queensland PHN – HealthPathways | | |
| ☐ | Does our practice have adequate posters, information for patients? | • Posters on front door/windows/in the waiting room<br><br>• Information and posters for patients on your practice website<br><br>• Place information in your Practice Newsletter | • Northern Queensland PHN – Quick link resources<br><br>• Queensland Government – Asset Library | | |
| ☐ | Do our staff need further education on infection control? | • RACGP Infection Prevention and Control 5 Edition Standards<br><br>• Accreditation Infection Control checklist<br><br>• Blood and Body Spills and how to use a spill kit<br><br>• Consider contacting NQPHN to support with facilitating training sessions and education | • RACGP – Infection Prevention and Control Standards (5th edition)<br><br>• Hand Hygiene Australia – Learning modules<br><br>• Department of Health – Coronavirus (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities<br><br>• RACGP – Infection control in pandemics poster | | |

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| | | • Fit Test Training for P2/N95 Masks<br><br>• Hand Hygiene Australia training | • Northern Queensland PHN – Infection Control<br><br>• Queensland Health-PPE and Infection Control (including Fit Check for P2/N95 masks) | | |

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| ☐ | Does our practice know where to get information on COVID-19 for our practice and patients? | • Link to main websites | • Commonwealth Department of Health<br><br>• Commonwealth Department of Health COVID-19 vaccines website<br><br>• Commonwealth Department of Health COVID-19 vaccine information and resources for aged care providers<br><br>• Commonwealth Department of Health COVID-19 information for people with disability<br><br>• Commonwealth Department of Health COVID-19 vaccines for Aboriginal and Torres Strait Islander peoples<br><br>• Queensland Health<br><br>• HealthPathways<br><br>• Northern Queensland PHN. | | |

## Further information

- Practice Assist (WAPHA) – Winter Strategy – Practice Essentials
- RACGP – Winter Planning Toolkit