

# COVID-19 in the Community Preparation Checklist

This checklist is to be used as a guide only and to help prepare for COVID-19 in the community primary care of low risk COVID positive patients.

## Managing COVID-19 Positive Patients in the Community

| Task  | Details   |
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| 1. Secure Transfer Service (STS) Address Book | <p>Access to electronic communications with Queensland Health including GP Smart Referrals and the Health Provider Portal.</p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Update if GP practicing location has changed</li> <li>• Update to reflect current health practitioner details</li> </ul> <p><b>Resources:</b><br/> <a href="#">STS AddressBook update form</a></p>  |
| 2. Health Pathways                            | <p>HealthPathways is an online manual used by clinicians to help make assessment, management and request/referral decisions to assist in patient care. Request pages are localised to reflect services both local and out of town, to best suit patient needs.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Aware of services being on hold</li> <li>• Access to credible, best practice guidelines</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Make sure your practice is currently registered to your localised Pathway</li> <li>• Regular connection for updated changes in COVID-19 protocols/criteria</li> <li>• Save Health Pathways website on all workstations</li> <li>• Contacting your local PHN for access and demonstration</li> </ul> <p><b>Resources:</b><br/> <a href="#">Link to Local PHN Pathways here</a></p> |

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| <p><b>3. Secure Messaging</b></p> | <p>Secure messaging is the preferred way of communicating clinical information between healthcare providers.<br/>Healthdirect will provide practitioners with low risk COVID positive patient referrals via secure messaging.(Note practitioners will have a 12 hour window to accept or decline referral)</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Referral of low risk COVID positive patients</li> <li>• Enhanced privacy and security</li> <li>• Improved clinical care and coordination of care</li> <li>• Streamlined administrative processes</li> <li>• Integration with software</li> <li>• Improved patient matching</li> <li>• Ability to check audit trail</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• All healthcare providers have access</li> <li>• Review and update address book to ensure details for providers are correct and current</li> <li>• Ensure arrangements are in place to receive referral if practitioner is not able to receive</li> </ul> <p><b>Resources:</b><br/><a href="#">Secure Messaging   Australian Digital Health Agency</a></p> |
| <p><b>4. TeleHealth</b></p>       | <p>Consultation with a healthcare provider via phone or video call:</p> <p>Healthdirect provides free access to VideoCall platform.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Provide telehealth care for low risk COVID-19 positive patients</li> <li>• Supervision of patient self monitoring</li> <li>• Improve patient access to healthcare</li> <li>• Maintaining safety of staff and patients</li> <li>• Continuity of care</li> <li>• Supports staff working from home arrangements</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Options of telehealth providers/services</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Health Direct</a></li> <li>• <a href="#">Health Direct registration link for VideoCall</a></li> <li>• <a href="#">ACRRM education module on telehealth</a></li> </ul>  |

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| <p><b>5. My Health Record</b></p> | <p>My Health Record is a secure online summary of an individual’s health information.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• Timely access to patient records including pathology and diagnostic results</li> <li>• Supports digital health services such as telehealth services to ensure continuity of patient care</li> <li>• Avoid duplication of services</li> <li>• Improve patient outcomes</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• All healthcare providers have access</li> <li>• Update patients shared health summaries</li> <li>• Does the practice have a organisation maintenance officer (OMO) who can act on behalf of Responsible Officer (RO)</li> <li>• Does your practice have a documented security and access policy? (refer to checklist below)</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Registration overview</a></li> <li>• <a href="#">Online training</a></li> <li>• <a href="#">Security and Access policy checklist</a></li> </ul> |

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| <p><b>6. IT and Communication Systems</b></p> | <p><b>Consider:</b><br/>Clinical Software:</p> <p>Ensure your NASH PKI Certificates is current. If it is due to expire before March 2022, renew now.</p> <ul style="list-style-type: none"> <li>• Contacting IT provider and ensure latest updates are scheduled</li> <li>• Checking processes to ensure that all patient demographic data is updated if needed</li> <li>• Ensuring practice and providers are set up to use My Health Record Online Booking Systems/SMS Recall</li> <li>• Ensuring updates are completed (E.G. HotDocs, AutoMed)</li> </ul> <p><b>Communications:</b></p> <ul style="list-style-type: none"> <li>• Contacting IT for routine maintenance and inform of potential increased use of systems, including after-hours/weekends</li> <li>• Reviewing scheduled backup times will not interfere with increased or changing clinic times</li> <li>• Contacting internet/NBN/phone companies to ensure updates or scheduled maintenance will not interfere with practice systems</li> <li>• Informing phone/internet companies of increased use of systems</li> <li>• Organising IT (visual and audio equipment)</li> <li>• All healthcare providers have access</li> </ul> <p><b>Resources:</b><br/><a href="#">NASH PKI Certificate</a></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Assigning a digital health champion</li> <li>• Ensuring relevant staff know passwords to programs/software</li> </ul> |

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| <p><b>7. Pathology e-requesting</b></p>  | <p>E-requesting of pathology (also referred to as eOrders) is the process of electronically transferring the data from the ordering site to the pathology provider, all healthcare providers have access.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• The highest level of clinical safety and data integrity</li> <li>• Workflow efficiencies that are intuitive, save time and reduce errors</li> <li>• Confidence in the privacy and security of transmitted patient data</li> <li>• A single channel through which requests and results are sent or received</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Contacting Practice software vendor for upgrade version</li> <li>• Enabling main pathologies companies into system</li> <li>• Contact preferred pathology provider to ensure e-ordering enabled</li> </ul> <p>Contact your pathology provider to arrange set up.<br/>Not all pathology providers offer electronic ordering functionality.</p> <p><b>Resources:</b><br/><a href="#">Information on e-requesting</a></p>   |
| <p><b>8. Electronic Prescription</b></p> | <p>Electronic Prescribing provides an option for prescribers and their patients to use an electronic prescription as an alternative to paper prescriptions.</p> <p><b>Benefits:</b></p> <ul style="list-style-type: none"> <li>• All medicines can be prescribed using an electronic prescription</li> <li>• May reduce prescribing and dispensing errors</li> <li>• Supports electronic medication charts in hospitals and residential aged care facilities. E-scripts can be sent directly to pharmacy if required.</li> <li>• Removes the need for handling and storing a physical paper prescription</li> <li>• Supports digital health services such as telehealth services to ensure continuity of patient care</li> <li>• Maintains patient privacy and integrity of personal information</li> </ul> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Contact software provider to enable e-prescribing</li> <li>• All healthcare providers have access and confident using</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Setting up electronic prescribing</a></li> <li>• <a href="#">RACGP electronic prescribing</a></li> </ul> |

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| <p><b>9. Q-Script</b></p>          | <p>Mandatory read-only platform that provides doctors, other prescribers and pharmacists monitored medicine prescription information at the point of care.</p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li>• Registering all practitioners with QScript</li> <li>• Save below resources on each workstation</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">QScript Practitioner Registration</a></li> <li>• <a href="#">New medicines, poisons and pest management regulatory framework</a></li> <li>• <a href="#">Real-Time Reporting of Monitored Medicines</a></li> <li>• <a href="#">QScript Learning Portal</a></li> </ul> |
| <p><b>10. Check In Qld app</b></p> | <p>A digital COVID-19 contact register system, not mandatory for general practice.</p> <p><b>Benefit:</b></p> <ul style="list-style-type: none"> <li>• Efficient contact tracing non-patient attendees if required.</li> </ul> <p><b>Resources:</b></p> <p><a href="#">Check In QLD app</a></p>  |