



# Caring for adults and children in the community with COVID-19

Practice flow chart and care protocols as at 14 February 2022

*Process may change at short notice due to local factors*

## Morning meeting

- GP principal meets with Practice Manager (PM) to discuss self-referred COVID-19 positive patients
- GPs to be informed of patient details, current status of positive result, current timeframe of isolation, current symptoms and risk matrix regarding possible care escalation.



## Team meetings

- Staff encouraged to provide feedback, and suggest improvements to practice processes
- All **URGENT** calls to be given priority for GP/PM actioning.
- Where multiple patients request access to Practice appointments due to COVID-19 diagnosis – PM to advise reception to block off allocated appointment timeframes to enable patient appointments with GPs.



Reception takes call from COVID positive patient requesting GP consultation

Reception informs PM

Initial Telehealth consult allocated to GP

Home visit required?

YES

NO

GP advises PM

PM allocate visit to staff on roster

Patient contacted and informed

Current Patient?

NO

YES

Send patient rego form for completion and return via confirmed email or if in local area drop off in letter box

Document in patient's notes

F2F consult required?

NO

YES

Patient should have a clear ongoing plan in place including follow up appointments for duration of recovery

Allocate consult room

### Face to face appointments - allocation of consult room

- Allocate consult room that is well ventilated, and has entry and exit from consult from via alternate route.
- If patient past isolation date or asymptomatic/minimal symptoms appointment will be last one of day.
- All appropriate PPE to be worn by staff
- Patient to wear appropriate mask.
- After F2F appointment, room to be cleaned as per guidelines

[Refer to Home Visit Workflow](#)