



CLINICS

Clinics Viral Outbreak Process 2020

Covid-19 Pandemic

As the WHO has officially declared the Covid-19 pandemic, the UoA Clinics responsibility is to ensure the health, wellbeing and safety of our staff, students and wider community. In order to achieve this, a standard plan regarding how we triage, manage and provide our clinical services is needed to provide a cohesive and safe environment with the ever-changing situation.

WHO COVID-19

Keeping updated on the current situation on a global and local scale can help us ascertain where we are currently at; where it may be headed; and what we should be doing to prepare.

Resources:

WHO Situation Reports: https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200313-sitrep-53-covid-19.pdf?sfvrsn=adb3f72_2

Ministry of Health: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

University of Auckland: <https://www.staff.auckland.ac.nz/en/human-resources/staff-support-services/covid-19-coronavirus-outbreak.html>

Preparedness

It is essential that we maintain a calm and clear plan as this situation evolves. Certainly, we are all feeling the pressure and levels of anxiety beginning to mount as our colleagues, students and patients are unsure of what will happen next.

Currently, we are in a period where there is no confirmed cases originating from community spread. From an overall BCP planning stage, we are preparing but are still continuing with "BAU"

However, to ensure that we do our part to the health, safety and wellbeing of our communities, we will be screening patients attendance in-line with MoH recommendations and encouraging colleagues, staff and students to ensure good hand hygiene practice (particularly when working with members of the public), have clear response plans for any at risk scenarios and to encourage all staff, students and patients to not attend the clinics if they are currently unwell.

Patient Triage

Pre- Appointment Screening

All CST Teams and Research Organisers arranging patient bookings will now be required to ask all patients at the time of their booking if they have travelled internationally in the last 14 days if they are assessing the patients in UOA Clinics.

- If the patients answers "Yes":
 - All patients who have travelled internationally in the last 14 days, will need to have their appointment deferred for 14 days from their return to NZ (ie if they arrived back in NZ 5 days ago, they would not be able to make an appointment until a minimum of 9 days later).
 - They will also advise the patient to cancel or reschedule their appointment if they become unwell during the lead up to their appointment

Clinics Management has also set up daily SMS reminder the day prior to their appointment asking patients to contact the Clinics if they have travelled internationally in the last 14 days or are currently unwell

For Research, it would be requested that you contact your patients to day before to ensure the above screening has been met

Arrival to Clinic Screening

As patients arrive to the Clinic:

- They will be asked, again, if they have travelled internationally in the last 14 days
 - If they answer “Yes”; they will be asked to leave and CST will contact them to reschedule
 - For Research, if the reception staff find that a patient has had international travel within 14 days, they will be ask to leave and the Research Organizer will be notified
- They will be asked to read the signs displayed asking if they are currently “Unwell”
 - Symptoms of concern
 - Coughing
 - Shortness of Breathe
 - Fever
- If a patient states they are Unwell, they will be asked to leave and will be contacted to reschedule
- Please note, CST will ensure this is done in a discrete and respectful way to ensure we do not discourage attendance but ensure safety precautions for all patients, staff and students

Clinic Encounter

Once the patient is received from Reception:

- Staff/Students reduce physical contact where possible ie. Do not shake hands on greeting patients
- Recommended that both the patient and staff/student wash hands at commencement and completion of the appointment
- Please adhere to the MoH hygiene recommendations as below:
 - Cough or sneeze into your elbow or by covering your mouth and nose with tissues
 - Put used tissues in the bin or a bag immediately
 - Wash your hands with soap and water often (at beginning and end of each appt)
 - Try to avoid close contact with people who are unwell
 - Don't touch your eyes, nose or mouth if your hands are not clean
 - Clean and disinfect frequently touched surfaces and objects, such as doorknobs (at beginning and end of each appt)

- If during an appointment, staff/student ascertain that the patient has travelled internationally in the last 14 days, the assessment should be stopped and the patient should be sent home and rescheduled as these patients should be in self isolation even if they are asymptomatic. Please ensure that all surfaces are thoroughly sterilised and any staff/students that have come in contact practice appropriate hand hygiene before seeing the next patient or moving onto the next task.
- If during an appointment, staff/student observe that a patient is unwell (without any recent travel history), they may utilise clinical discretion to terminate the appointment and reschedule the patient. Please ensure that this is documented in your patient management software. All surfaces should be thoroughly sterilised and any staff/students that have come in contact practice appropriate hand hygiene before seeing the next patient or moving onto the next task. If appropriate we will have the Covid-19 Information sheet available at reception to give to the patient (see next slide)
- If during an appointment, staff/student observe that a patient is unwell with recent travel history but the patient is not febrile, the appointment should be terminated and patient provided a mask before leaving the clinic. Please ensure that this is documented in your patient management software. Prior to having the patient leave the clinic, provide the patient with the Covid 19 information sheet and ensure patient is advised to not self present to any PHO, A &E or Emergency Department but should contact either Healthline or their GP for recommendations first. As per previous scenarios, proceed with proper hand hygiene and sterilise surfaces appropriately.
- Please ensure in all instances of terminating an assessment, we provide calm, respectful and clear information so patients understand why we have ended the assessment and what they can expect for contact regarding their next appointment

Hypothetical Clinical Scenarios and Appropriate Responses

COVID-19 CORONAVIRUS

How to protect yourself and others

March 2020

What is COVID-19?

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. There are simple steps you can take to protect you and your family/whānau.



Symptoms of COVID-19

The symptoms of COVID-19 are:

- a cough
- a high temperature (at least 38°C)
- shortness of breath.

These symptoms do not necessarily mean you have COVID-19. The symptoms are similar to other illnesses that are much more common, such as cold and flu. However, infections with mild symptoms such as cold-like symptoms or no symptoms are likely, but it's not known how common this is.

How to protect yourself and others

- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water often.
- Try to avoid close contact with people who are unwell.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Clean and disinfect frequently touched surfaces and objects, such as doorknobs.
- Stay home if you feel unwell and call Healthline on 0800 358 5453.

Call Healthline 24/7 on 0800 358 5453 if you need to speak to someone.

Visit health.govt.nz/covid-19 for more information.

CO-02

New Zealand Government



Isolation Response Plan

In the worst case scenario (and hopefully one that does not occur):

- If during an appointment, student/staff ascertain that a patient has travelled internationally are symptomatic and are checked and found to be febrile; we will need to isolate the patient immediately.
 - *Clinics is currently working on getting infrared thermometers to be kept at reception as needed*
- This should be done in the room that they are currently being assessed in. Contact needs to be limited to the patient and the room where the patient is being seen. The patient should remain in the clinical room with the Supervisor and any additional students or staff that had close contact with the patient for longer than >5 minutes should isolate in another available clinic the Clinics Manager Office (B507) or Clinical Directors Office (B505) until Healthline recommendations are undertaken. The Supervisor responsible will need to practice good hand hygiene and place on the appropriate isolation equipment (gown, mask) and bring in a yellow biohazard bag for patient to discard any tissues/consumable. The patient will also need to be provided a mask. All of this will be available at the reception of Clinics.
- The supervisor will need to then contact dedicated Covid-19 Healthline to assess if the patient should seek medical attention and ensure that the patient does not present to an A & E, GP or Emergency Department without warning. The Supervisor will also need to ascertain what risk they have encountered and get recommendations from Healthline regarding their own need and/or the students need to potentially self-isolate. Once Healthline has provided an action plan, the Supervisor will need to ensure that the patient clearly understands the care plan provided. Please ensure that Health and Safety, Clinical Director and Clinic Manager have all been contacted regarding the situation and a Health and Safety Incident Report is completed
- After the Isolation is completed, the room and office that were used for isolation should be thoroughly disinfected and all consumables used should be placed in a yellow biohazard waste bag for appropriate disposal. Please contact the Clinics Manager if you have further questions or concerns.
- If there is an incident where the Health and Safety Manager, Clinics Manager, Clinical Director are not available, please contact the UoA Risk Office for advice and assistance