



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

COVID Committee

- Practice Manager, Lead General Practitioner, Lead Practice Nurse
- Small agile team that allows them to move quickly and respond to changes
- Committee takes suggestions from other GPs and owners
- Messenger group to support regular communications including after hours and on weekends
- Informal interactions during daily work and use of messenger group for small changes
- Formal meetings to support significant practice wide change management
- Committee sends regular updates to keep other GPs updated on both Practice specific and National/State changes
- Participate in the RACGP webinars to stay up to date



Practice Arrangements

- Keep 'on the day' appointments to be made available at the beginning of each day
- 'Hot Clinic' for patients with possible COVID symptoms or deemed as high risk. Time is booked out for phone appointments. Following the phone consult face to face appointments can be scheduled with the PN in the afternoon.





Reception takes call from COVID positive patient or patient deemed as high-risk

Reception suggests telehealth appointment (phone or video) in next day or two with GP

Patient accepts telehealth appointment

YES

NO

Book in Telehealth appointment – provide details to patient

Patient needs follow up appointment

Patient just wants to advise Practice of diagnosis

Patient requests face-to-face consult

Reception advises GP who determines whether consult is required. If no consult is needed update patient file. If consult is required select appropriate option.

NO

YES

Update patient file

Confirm appointment type

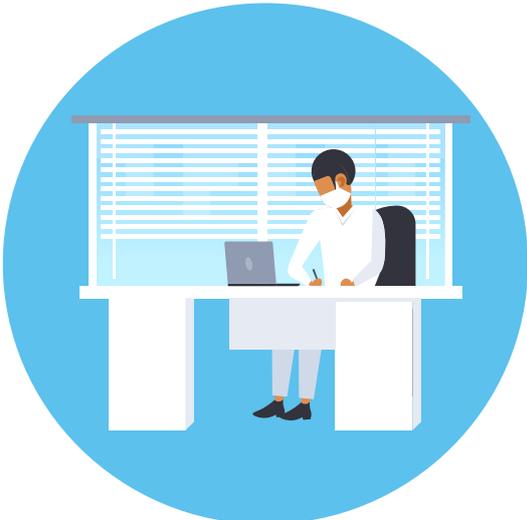
Telehealth

F2F

F2F

Arrange brief carpark appointment

Arrange consult in isolation room



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