



# Caring for adults and children in the community with COVID-19 (RAT and PCR positive)

Practice flow chart and care protocols as at 27 January 2022

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

## Tool Box Meeting

- 08:00 - All staff and contracted doctors rostered.
- Review daily plan
- Changes that have had to be made.
- Contingencies available.

## Daily Plan

- Doctors on duty fill appointments as usual.
- Each doctor to advise the number of Telehealth appointments they are prepared to have allocated per slot.
- If extra Telehealth appointments are needed to manage patients, these will be opened up under the alias 'Dr Telehealth'. These appointments assist the reception staff with appointment provision and the patient is advised that one of the doctors will call them at some time that day.
- These 'Dr Telehealth' appointments will be actioned by all doctors on duty where they can - Clinical Services Manager will ensure that these have been allocated to someone to be completed before the end of the day.



## Management of COVID positive patients

Follow the National COVID 19 National Clinical Taskforce guidelines: <https://covid19evidence.net.au/>

You can access HealthPathways for up to date clinical information and localised referral pathways.

### Illawarra Shoalhaven

**Username:** connected  
**Password:** 2pathways

### Southern NSW

**Username:** together  
**Password:** forhealth

## Low Risk-Self Manage

Refer to [NSW Health Advice](#)

NSW COVID-19 Care at Home Support line 1800 960 933 Option 4

Provide Patient with Practice Email if they are unable to get through on phone lines or if it is after hours

## Moderate Risk

Set up management plan including follow up Telehealth or Respiratory Clinic Appts as needed.

If clinical advice is needed call VeCC:

Illawarra Shoalhaven:  
1300 792 755 option 2

Southern NSW:  
(02) 6150 7032

## High Risk

For urgent assessment

Illawarra Shoalhaven

Contact the COVID-19 Infectious Diseases medical officer via Wollongong Hospital switch on (02) 4222-5000

Southern NSW  
Contact the Medical Officer on (02) 6150 7714