

# Adapting to Increasing COVID Care Needs in your Practice

**Welcome! Thank you for joining early**

**Start Time: 12:00 PM promptly**

- Your **mic** and **camera** are enabled by default
- Please **mute** yourself
- **To ask questions:**
  - Click **'raise hand'** during presentation; moderator will invite you to unmute during the question period
  - At any time, type questions in the **'chat box'**

# Adapting to Increasing COVID Care Needs in your Practice

Webinar Series:  
Maintaining and Optimizing Your Practice  
During Times of Rapid Change

**We will be starting the  
session promptly at 12:00 PM**

# Adapting to Increasing COVID Care Needs in your Practice

—  
November 18, 2020

Zoom technical support  
**(+1.888.799.9666 ext 2)**

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Dr. Heidi Fell  
Dr. Brad Bahler  
Dr. Nigel Flook  
Dr. Adam Vyse



# Live Recording

- Privacy Statement: Please note that the webinar you are participating in is being recorded. By participating, you understand and consent to the webinar being made publicly available via a link on the AMA website for an undetermined length of time.
- By participating in the chat and live Q&A, your name entered into the Zoom sign-in may be visible to other participants during the webinar and/or in the recording.

# Land Acknowledgment

We would like to recognize that we are webcasting from, and to, many different parts of Alberta today. The province of Alberta is located on Treaty 6, Treaty 7 and Treaty 8 territory and is a traditional meeting ground and home for many Indigenous Peoples.



# Disclosure of Financial Support

This program has not received any financial or in-kind support.



# Presenter Disclosure

- Jia Hu: Cleveland Clinic Canada - Advisory; CIHR, NSERC, Alberta Innovates and Pharmaceutical - research and operational funding; No honoraria
- Heidi Fell: AMA-physician contractor, PCN Contractor
- Brad Bahler: AMA-physician contractor
- Nigel Flook: CPSA
- Adam Vyse: PCN Honoraria

# Session Overview

- Reminder of Existing Tools for Practices
- Common Questions and Problems Encountered
- Your Questions and Solutions to Meeting Patients Needs

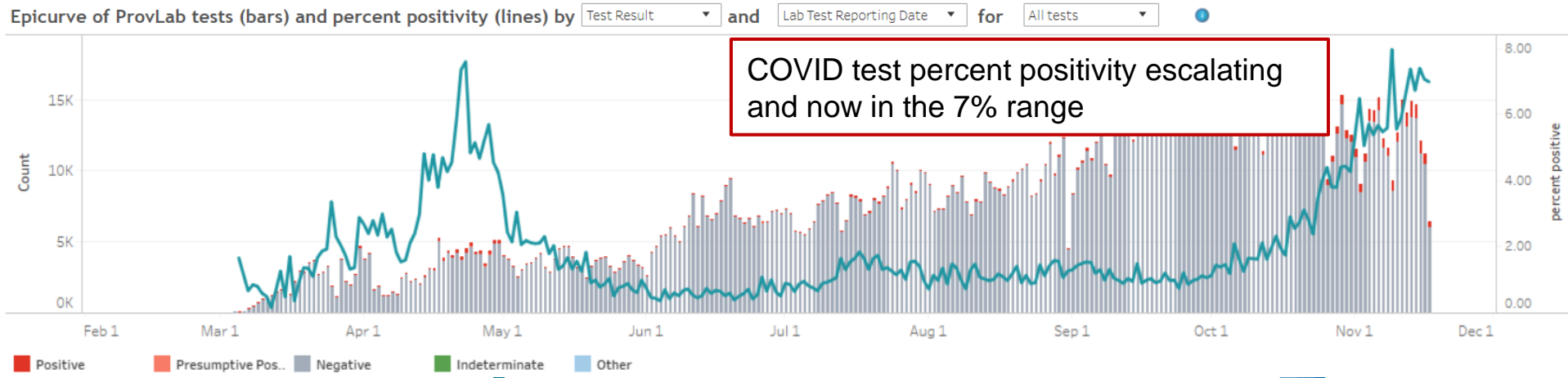
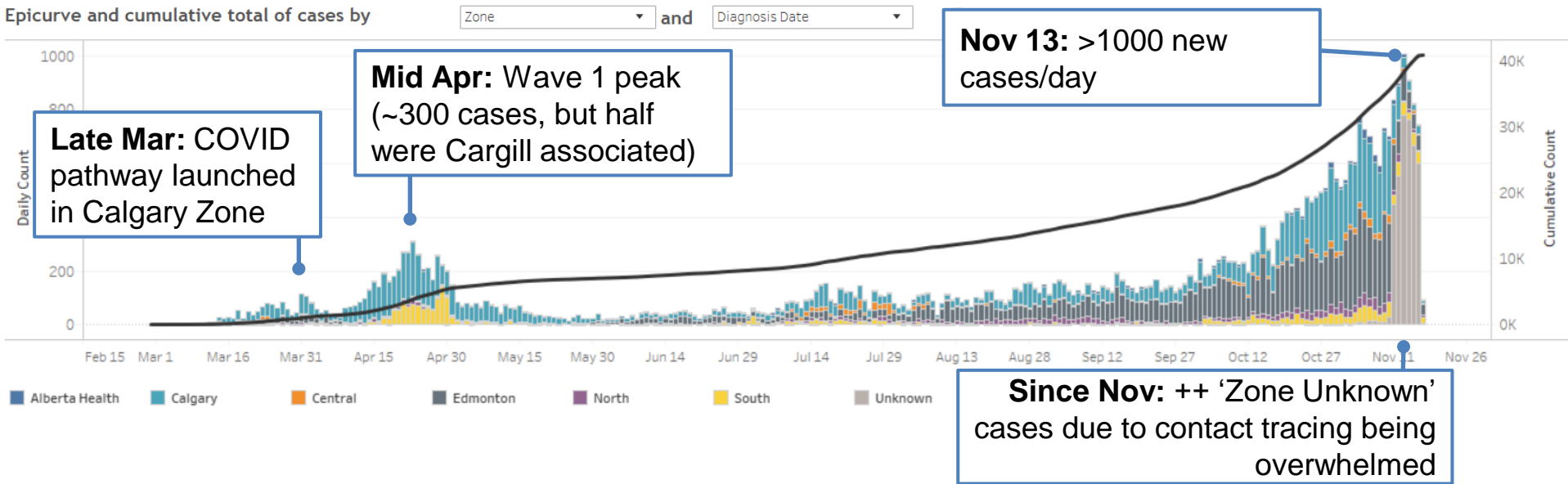


# Learning Objectives

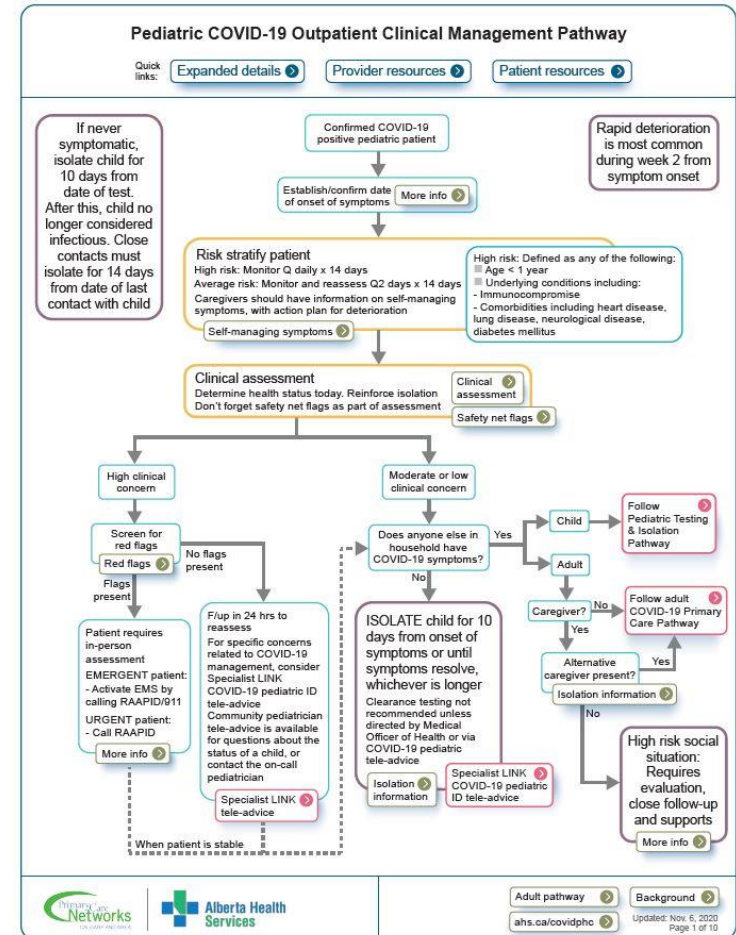
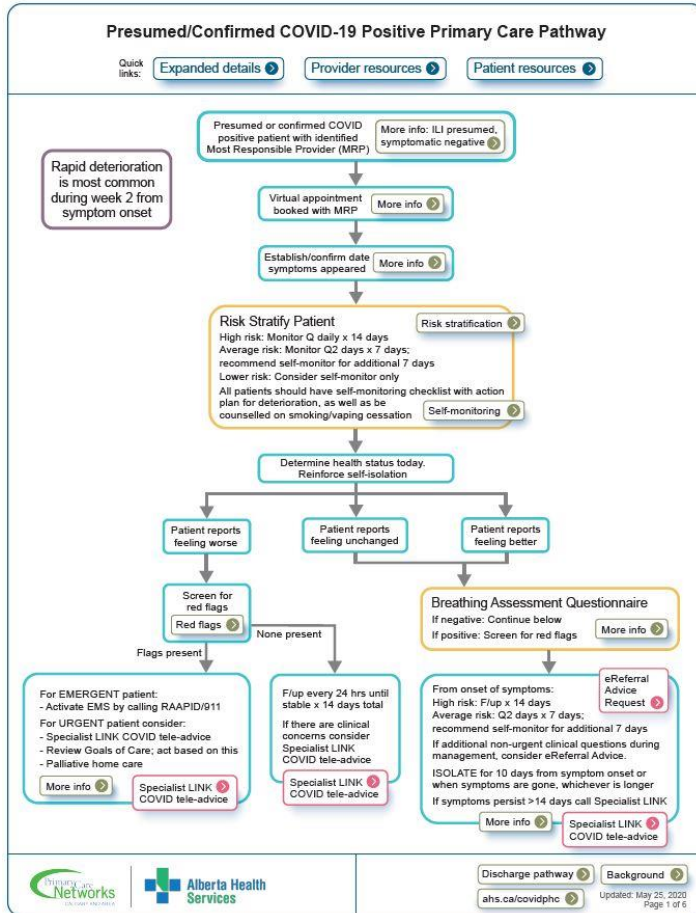
**At the end of this session participants will be able to:**

- Identify relevant sources of information related to community based practice during COVID-19 to answer common questions
- Outline decision-making considerations to guide in-person and virtual appointments

# Wave 2 – far more cases than Wave 1



# COVID-19 Primary Care Pathways: Adult and Pediatrics



# Contact Information

RAAPID phone numbers:

- North of Red Deer: 1-800-282-9911.
- Red Deer & South: 1-800-661-1700

Connect MD: 1-844-633-2263

Specialist Link: 1-844-962-5465

Timely COVID Advice: [phc@ahs.ca](mailto:phc@ahs.ca)

Dr. Jia Hu - Urgent Help: 587-596-2294



# Balancing Risk: In-person vs. Virtual vs. Elsewhere

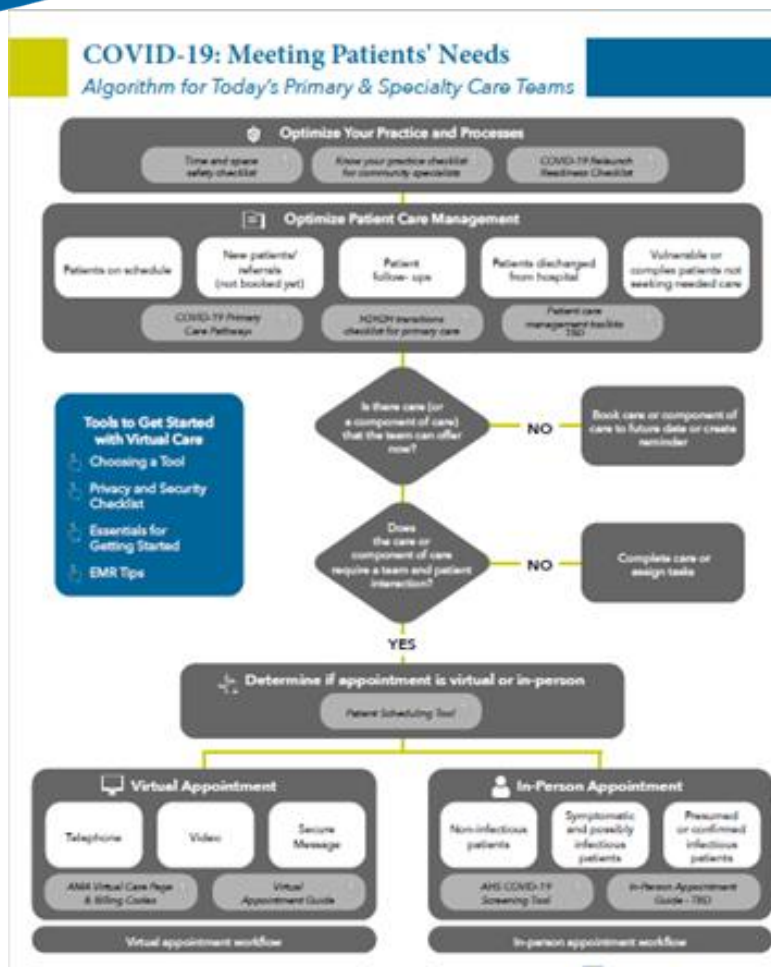
Patient

Problem

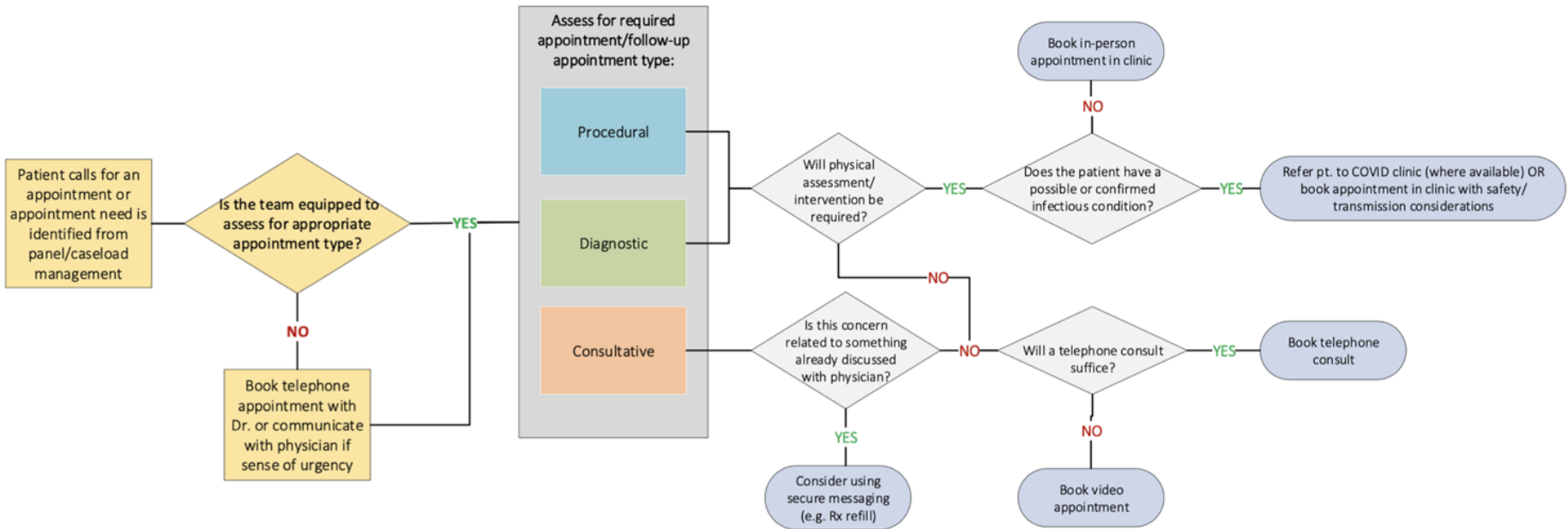
Prevalence

Provider

# Balancing Risk: In-Person vs. Virtual vs. Elsewhere



# Balancing Risk: In Person vs. Virtual?



# What have others done?

ADAPTED FROM: Ontario Reopening Plan - NOT ENDORSED IN ALBERTA

Most Restrictive for In-Person	Medium Restrictions	Least Restrictive for In Person
<p>Newborn care Well baby visits and Immuniz. Prenatal care Pregnancy termination care IUD insert/remove Endometrial Biopsy Acute illness or pain req. In-person exam Unstable chronic disease Mental Health (destabilizing without in-person visit) Addiction care Skin biopsies (? melanoma) Acute injuries (e.g. laceration) Injections Adult vaccines Suture removal Palliative / MAID</p>	<p>If adequate PPE, staff, and office space:</p> <p>Adult vaccinations Pap smears (f/u prior abnormal) Mental Health (routine visit) ENT, cardiac, GU non-urgent Deaf/vulnerable patients Skin exams / biopsy (non cancerous) Liquid nitrogen tx</p>	<p>If adequate PPE, staff and office space:</p> <p>Meet and greets Routine Paps Preventative care B12 injections Routine chronic condition care Contraception review Smoking cessation</p>



# What is the CPSA hearing about?

Masks and distancing

Hand Hygiene and Cleanliness

Screening Patients

<http://www.cpsa.ca/resources-for-physicians-during-covid-19/>

# Guidance from the Profession

- Thank you for taking care of your patients.
- Physicians make difficult decisions everyday - in-person or virtual care is another.
- You are trusted in your decision-making - if in doubt, talk to your peers and check resources.

# Questions and Answers



# Questions

- What tools are you finding useful in your practice?
- Do you have a success story in managing COVID-19 demands that you can share?
- How have you adapted team responsibilities/tasks in response to COVID 19?
- Have you made a small change that has improved your workflow?

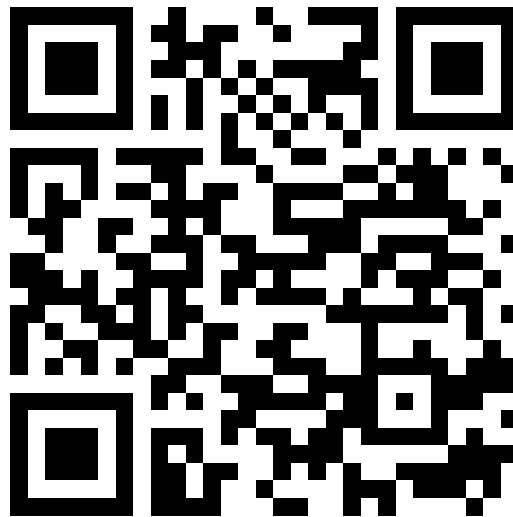
# Poll

What topic(s) are you most interested in hearing more about in an upcoming webinar (choose top 3)?

- Looking after COVID positive patients
- Isolation requirements
- Managing close contacts
- Managing patient expectations
- In clinic patient, provider and staff safety (e.g. home visits, cleaning, PPE)
- Other: Please include specific suggestions in the evaluation survey

# Evaluation Link

<https://interceptum.com/s/en/RC11182020>



# Key Websites for Information

<https://www.albertahealthservices.ca/topics/Page16956.aspx>

<https://acfp.ca/tools-resources/covid-19-resources/>

<http://www.cpsa.ca/resources-for-physicians-during-covid-19/>

<https://www.albertadoctors.org/about/COVID-19>

# Upcoming Webinar(s)

Wednesday, December 2 (12:00 - 1:00pm)

Interactive Format - Responding to Your Questions

