

# COVID Talks for Docs

**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'**

# COVID Talks for Docs

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

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

# COVID Talks for DOCS

—  
December 2, 2020

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

Dr. Adam Vyse  
Dr. Jia Hu

Dr. Heidi Fell  
(Moderator)



# 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
- Christine Luelo: PCN Honoraria

# Session Overview

- Managing COVID results - practical management tips and tricks
- Close contact management
- 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
- Describe role of family physicians in close contact management

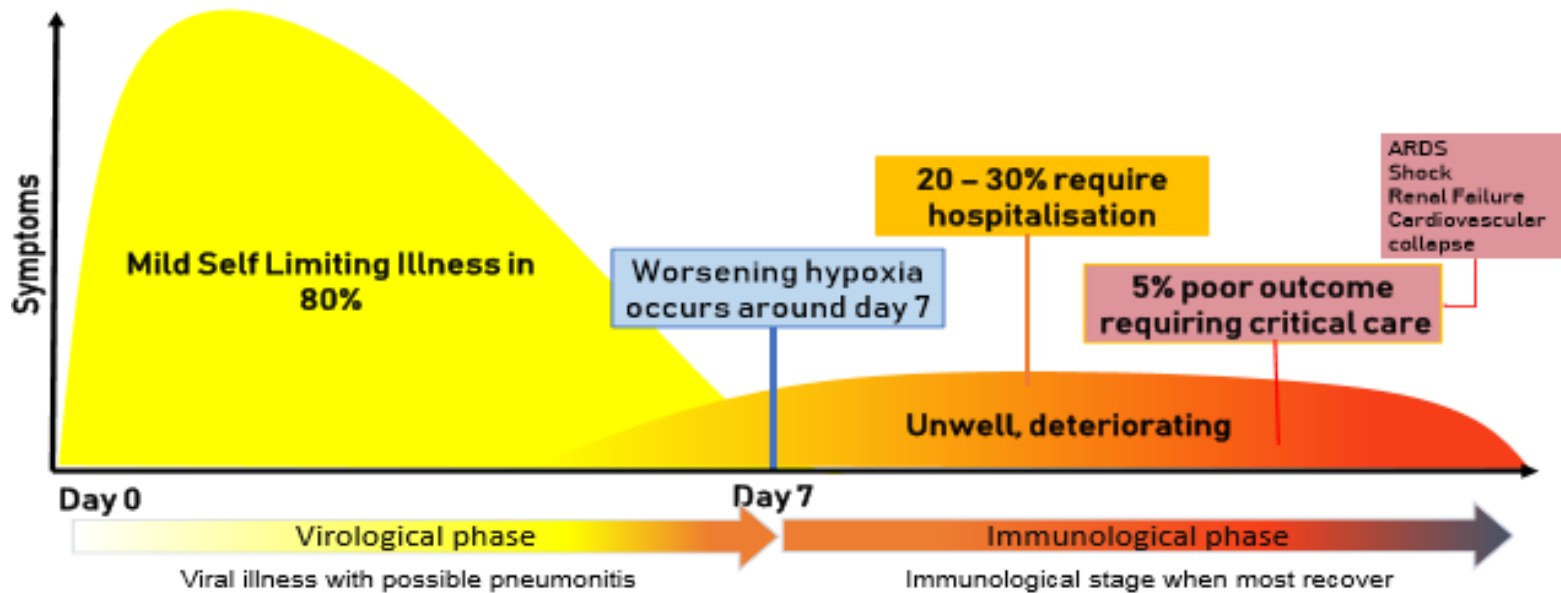
# Poll #1

What is your top concern with managing COVID-19 patients in primary care?

- Clinical management of COVID-19 positive patients
- Isolation requirements for close contacts
- Financial & social support for patients during isolation
- Managing special populations (e.g. refugees, vulnerable, high-needs, complex)

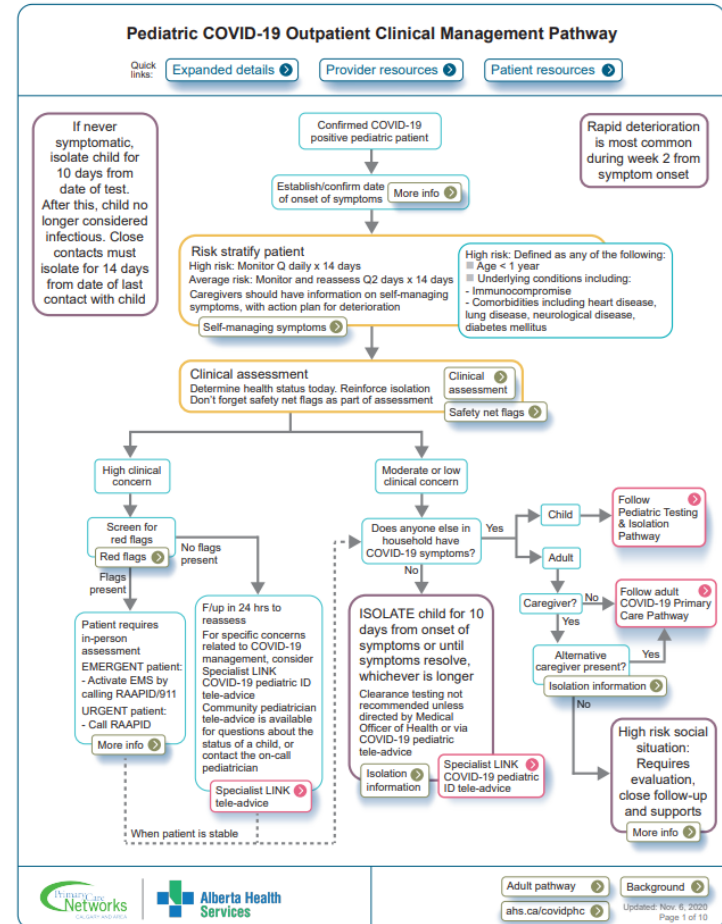
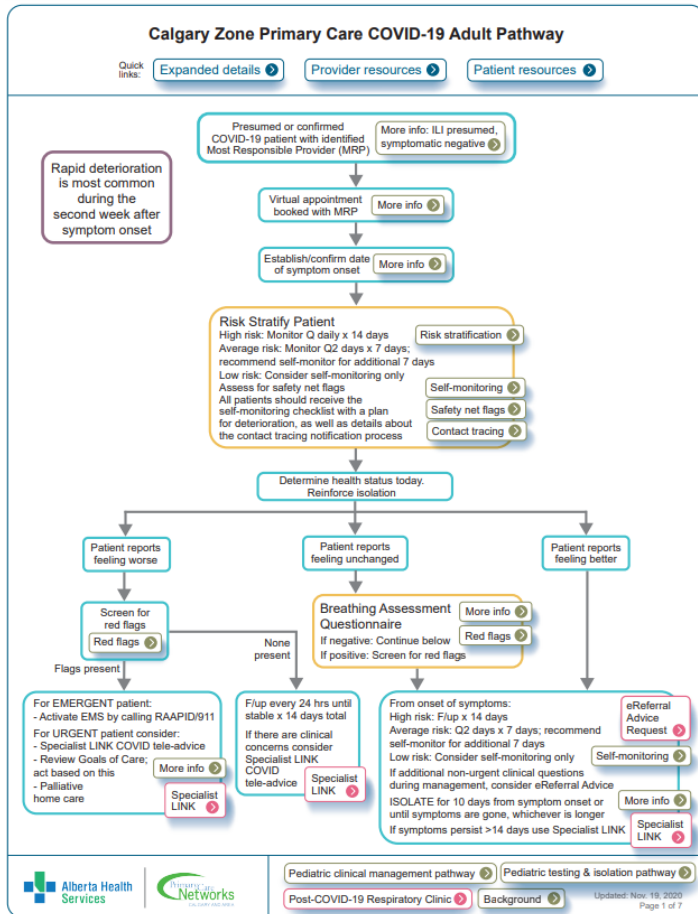
# Beware Week 2 Deterioration

## Clinical Course

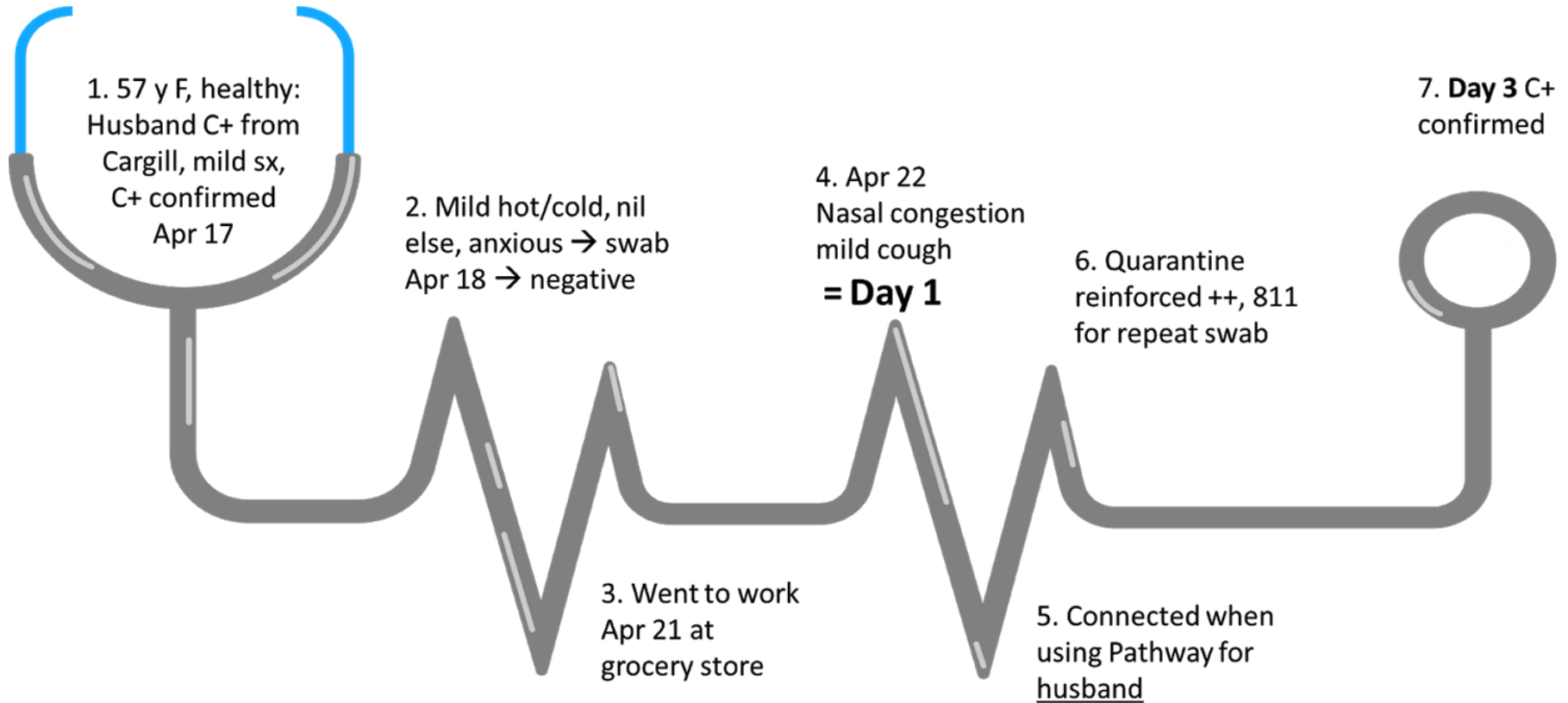


<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2020/04/coronavirus-covid-19-clinical-advice/documents/covid-19-cmo-clinical-advice-primary-care-hub-triage-guide/covid-19-cmo-clinical-advice-primary-care-hub-triage-guide/govscot%3Adocument/COVID-19%2BCMO%2Bclinical%2Bguidance%2B-%2Bappendix%2B1-%2BScottish%2Bprimary%2Bcare%2Bhub%2Btriage%2Bguide%2B-%2B3%2BApril%2B2020.pdf>

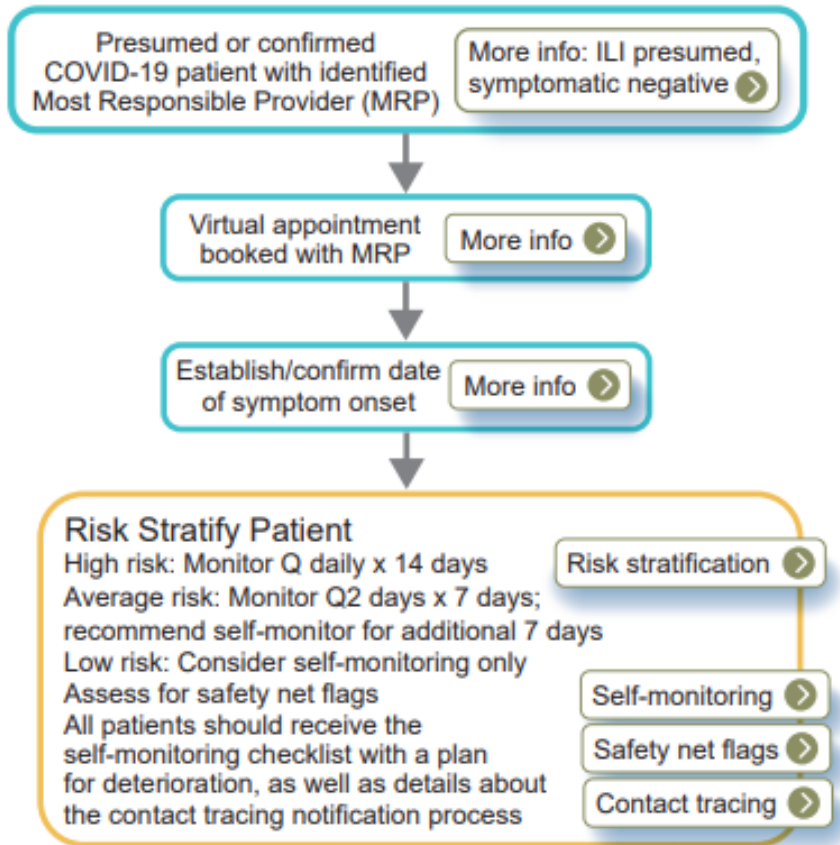
# Managing COVID-19 Results: Practical Management Tips & Tricks



# Case Study - Household Contact

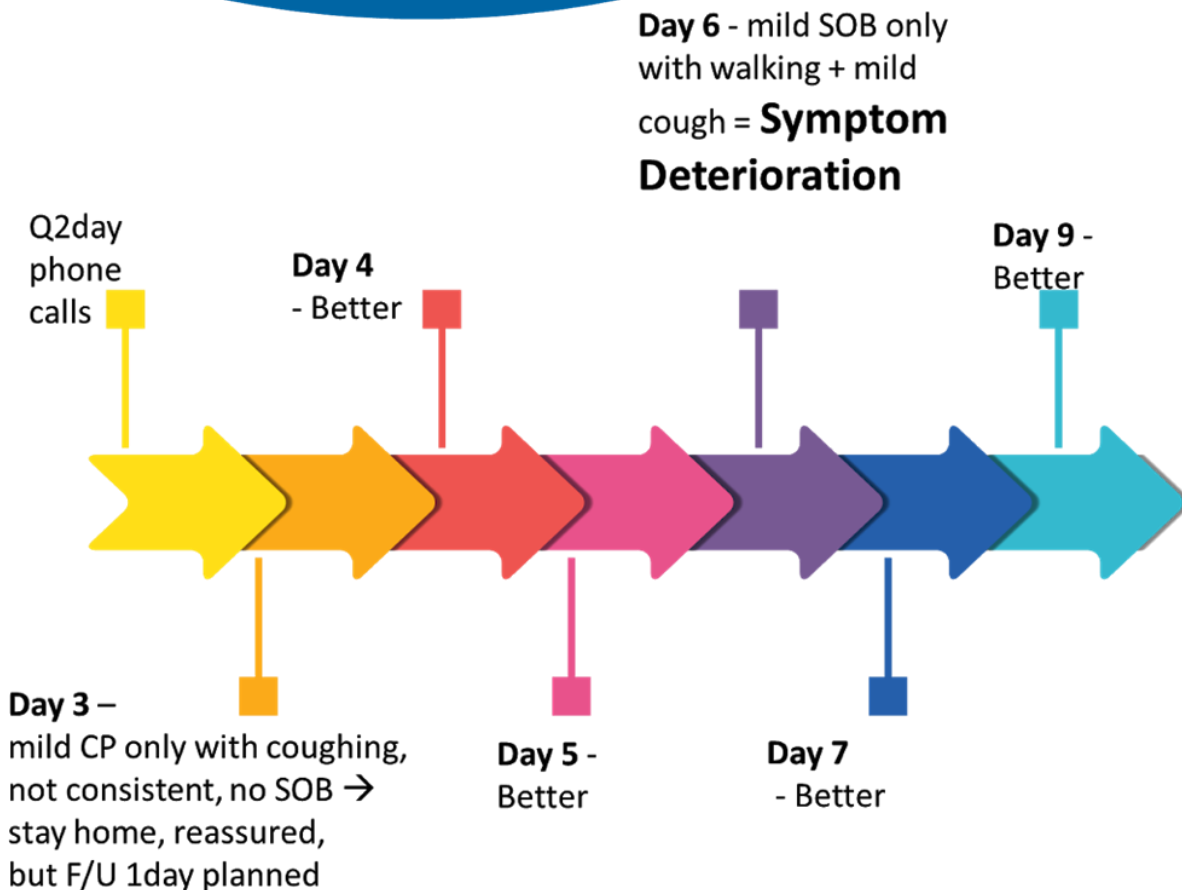


# Interactive Pathways



Risk Stratification	
High Risk	<ul style="list-style-type: none"> <li>Patients with any of the safety net flags</li> <li>Patients with symptom deterioration</li> <li>Any age with medical comorbidities</li> <li>Age &gt;60</li> </ul>
Average Risk	<ul style="list-style-type: none"> <li>Pregnant women</li> <li>40-60 years old with no medical comorbidities</li> </ul>
Lower Risk	<ul style="list-style-type: none"> <li>Otherwise healthy adults</li> <li>No comorbidities</li> <li>No safety net flags</li> <li>Age 1-39 years old with no comorbidities</li> </ul>

# Case Study - Pathway in Action



**Day 10** – Worse – SOB at nite, SOB with minimal exertion, seems consistent → Red Flags

- EMS called, ER notified to prepare
- Hydration in home while talking to specialist
- With red flags, late deterioration, transfer
- ER: X-ray normal, labs for Xray/Lab normal, D/C home after 4 hours

**Day 11 to 14**

- Continuous improvement
- Eventual D/C from pathway

# EMR Tools

Vendor	Search for:
TELUS Wolf	Smart Form “Presumed/Confirmed COVID-19 Positive Primary Care Pathway”
TELUS MedAccess	Template “Presumed/Confirmed COVID-19 Primary Care Pathway”
TELUS PS Suite	Form: “Confirmed/Presumed COVID-19 Positive Primary Care Pathway”
Microquest Healthquest	Call support to have the template downloaded to your EMR
QHR Accuro	Form “Presumed/Confirmed COVID-19 Positive Care Pathway” from the form editor library



# Differences & Key Messages with Pediatric Pathway

	Adult Pathway	Pediatric Pathway
Risk Assess	High - qd x 14 days Average - q2d x 7 days + self-monitor x7 Low - Self monitor	High - qd x 14 days Average - q2d x 14 days
Red Flags	Severe SOB at rest, difficulty breathing Chest pain / pressure Cold, clammy, molted skin O2 Saturation, blue lips, face Confusion, difficult to rouse Coughing up blood, reduced urine output Return of fever or cough	Respiratory distress New onset acute GI sx Decreased urine output Rash Fever >38 for 3 consecutives days Shock, lethargy, non-responsive

# Contact Information for Patients with Red Flags

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



# Social Supports for Patients

- Ask about safety net red flags
  - Isolation, lack of caregiver support, home care
  - Food/financial insecurity
  - Inability to maintain hydration
  - Health literacy or ability to self-manage
- Gather your safety net resources
  - PCN and other community support resources
  - 211, Social assistance directories (HelpSeeker)
  - Even with no resources; asking builds relationship

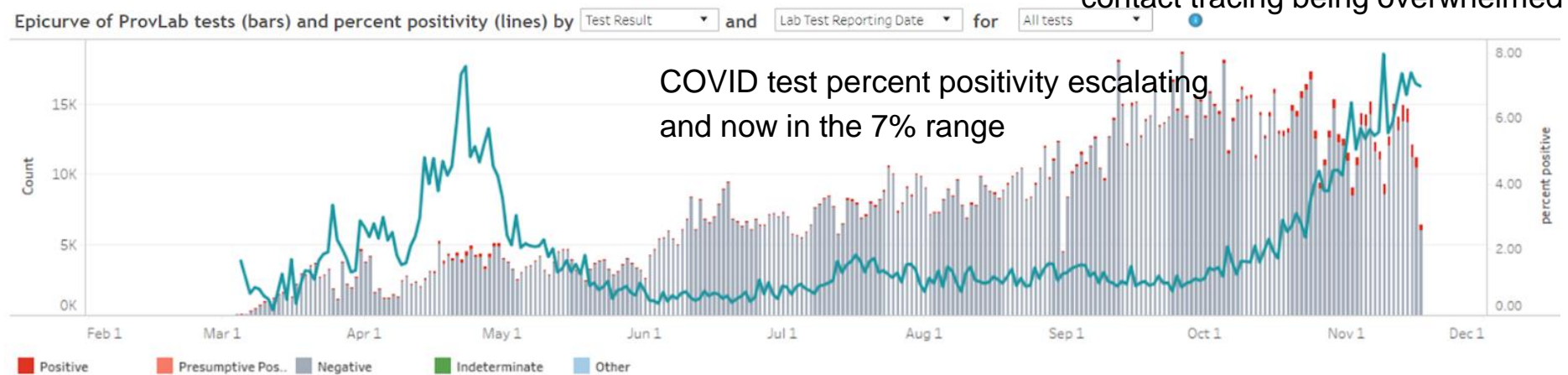
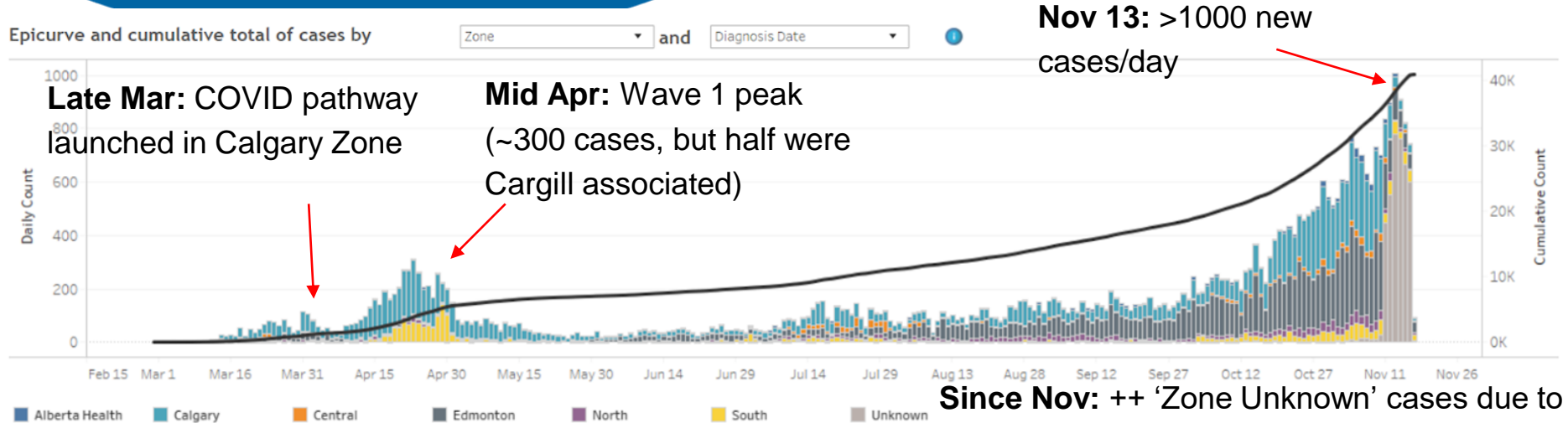
# Patient Follow-up

- Most of patients on COVID pathway can self-manage
- MOA can do high level triage (breathing Qs)
- Clinic nurse (if applicable) can manage most follow-up with COVID-19 positive patients
- For attached patients it is simpler to just call your own patients

# Key Messages

- Most people are well (~80% mild illness)
- Use the pathways and virtual assessments
- Assess social safety net red flags
- Reinforce Isolation for close contacts
- Use your team and local supports
- Beware the week 2 deterioration

# Wave 2 - Far more cases than Wave 1



# Close Contact Management

## Primary care & close contact management 101

- There is an extensive (thousands of case) contact tracing backlog right now, so family doctors are often asked Qs about this
- Close contacts are broadly defined as those who spend at least 15 min (cumulative) within 2m of a case while infectious – of course, situations where someone coughed on someone would also make you a contact even if not within 15 min – in other words tracing is always a bit subjective
- Cases are getting text messages and directed to report their own close contacts at [www.ahs.ca/positiveresult](http://www.ahs.ca/positiveresult)

# Close Contact Management

- **Cases must isolate for 10 days from Sx onset or when Sx, end whichever is longer (no live virus after 8 days)**
- **Close contacts must isolate for 14 days from when they last had contact with an infectious case (due to 14 day incubation period)**



# Close Contact Management

- **Within a household if someone is COVID+, recommendations to reduce transmission include:**
  - *Try to not see other household members to limit transmission*
  - *If isolating from family is not possible due to crowding, etc, isolation hotels are available free of charge (call RAAPID)*
  - *If isolation from family is not possible (e.g., infant/young child w/ COVID+, can try and have only one parent interact to reduce transmission*

# COVID Test Notification

Family doctors and nurse practitioners play an important role in providing care for COVID-19 patients. AHS recommends notifying your family doctor (or nurse practitioner) of your test result so they can assist you in managing your care.

**Do you have a family doctor (or nurse practitioner)?\***

Yes  No

**Would you like AHS to notify your family doctor (or nurse practitioner) with the result of your test for the purpose of follow-up care?\***

Yes  No

**Family Doctor (or Nurse Practitioner) Name**

Dr. HEIDI ELIZABETH FELL 

**Clinic or Facility Location**

- ✓ Clinic or Facility Location
- Symons Valley First Care
- CFPCN Access 365 Clinic

 **IMPORTANT**

Please make sure you select the correct location (where you visit your family doctor or nurse practitioner). If you select the wrong location, the doctor/nurse practitioner will not receive your test result.

[APL.DataIntegrityPhysBuild@albertahealthservices.ca](mailto:APL.DataIntegrityPhysBuild@albertahealthservices.ca)

# Questions and Answers



## Poll #2

To help plan for upcoming sessions, please select the 2 most relevant/pressing issues for you:

- When to use and which PPE
- Self isolation and travel
- COVID Vaccine
- Applying public health protections in personal life
- Other (please use the chat to share your suggestion)

# Upcoming Webinar(s)

- Wednesday, December 16 (12:00 - 1:00pm)
- Interactive Format - Responding to Your Questions
- For upcoming & recorded AMA Webinars, visit:

<https://www.albertadoctors.org/services/media-publications/webinars-online-learning>

# Upcoming Partner Webinar

**UNIVERSITY OF CALGARY**  
CUMMING SCHOOL OF MEDICINE  
Continuing Medical Education  
and Professional Development

Physician Learning Program

**COVID CORNER**  
December 2,  
7:00 - 9:00 PM MST

**Lessons Learned and Moving Forward**

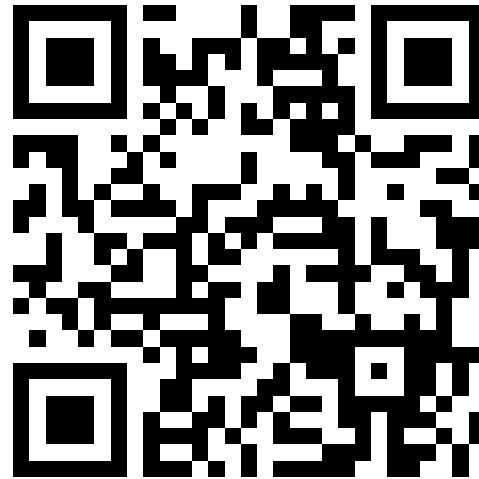
**Hindsight 2020**

**REGISTER NOW!**  
[cumming.ucalgary.ca/cme](http://cumming.ucalgary.ca/cme)



# Evaluation Link

<https://interceptum.com/s/en/RC12022020>



# 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>