PROCESS MAP FOR GENERAL PRACTICE AROUND SUSPECTED COVID-PRESENTATIONS

The ideal first point of contact remains HEALTHLINE 0800 358 5453. Due to increasing demand and the changing case definition people may also contact their GP enquiring about assessment. From Monday 16/03 BOPDHB is establishing community based swabbing sites (along with ED). We shall start small and scale up as demand increases.

General practice should follow the following process:

Telephone TRIAGE ideally but face to face with appropriate PPE if not

Does the person meet current case criteria?

Yes – follow this flow chart

No - provide care as normal

If patient is stable – referrer for community testing

If person is UNWELL and potentially requiring hospital level care— contact Infectious Disease physician via hospital switch to arrange review in ED

covid19@wboppho.org.nz
include patient details; explain to
patient that they will be contacted by
the swabbing centre to confirm time
to present for swab; ask patient to
answer all calls; give self-isolation
advice

CONTACT PHO- via email -

When referring include the following details:

- Patient NHI
- DOB
- How they meet case definition?
- Contact details of patient phone and where they are living?
- GP details

Swabbing site

Check criteria met Take swab Send swab Provide patient information

Positive result – Public Health and ID

Results - will be followed up by BOPDHB EOC

If patient does not present to Center – please contact PHO who will liase with GP Negative result – patient will be contacted and PHO will be notified to communicate with GP