

Interim pre-assessment, triage and review of patients in outpatient care settings (new and return patients)

Clinician and Clinic actions:

There is a requirement for service re-design (systems engineering) to ensure lean principles/ flow processes are applied. Need for a risk management and quality assurance/improvement process to underpin service re-configuration.

1. Review all planned attendances to OPD in context of option for care provision in primary care settings or integrated care.
2. Review all planned OPD attendees for option to triage to virtual clinic review.
3. Consider mechanisms to support single patient visits where patient is attending multiple providers of having laboratory and radiology tests undertaken ('one stop shop').
4. Deliver OPD services by appointment only, patient to remain in their car until just before appointment, there will be minimal seating area.
5. Pre-review and cohort all required OPD attendees (per specialty criteria) to a designated provider (consultant, SpR, SHO, intern, student, ANP, CNS, SN). Clearly record in the OPD appointments system designated clinician per patient and other staff per clinic. Update if changes occur on the day of clinic.
6. Pre-assess all OPD attendees (*with appropriate supports for vulnerable groups*) for symptoms: *fever, cough, shortness of breath OR lethargy, confusion, loss of appetite*, unexplained change in baseline condition (also enquire symptomatic members or close contact with confirmed cases amongst social circle)
7. Consider split clinics, extended days, extended working hours with workforce planning.

Patient actions:

1. Commence social distancing two weeks in advance of OPD visit with attention to hand hygiene.
2. Comply with requirements for assessment for signs and symptoms of COVID-19 to minimise spread
3. Hand sanitise and wear a face mask during visit, if tolerated.

Summary:

1. Pre-screen all OPD attendees as above
2. Check all staff when coming on duty with temperature and symptoms
3. All staff to wear surgical masks
4. Review HCW COVID-19 testing policy
5. Please refer to HPSC HCW PPE guidance
6. All patients to wear surgical masks, if tolerated.

Dr Vida Hamilton, NCAGL Acute Operations, Approved EAG, 29 April 2020