

Escalation Plan Primary Care

Primary care will initiate changes to the current pandemic plan service delivery effective **Tuesday, April 14th, 2020:**

- A) Positive case(s) of COVID-19 is identified in one of the 7 First Nation communities; and/or
- B) First Nation communities declare state of emergency and restrict access into the community.

In these circumstances, Primary Care services will be delivered as follows:

- 1) Health and Wellness staff (RD, DNE, Heals) will continue to work from home and provide services via telephone, OTN, video conferencing.
- 2) Initiate reduction in the number of providers (NP's) assigned to a community and if feasible assign one provider to a community. See location chart below.
- 3) All Maamwesying physicians work in other health care settings i.e. hospitals and therefore have an elevated risk of exposure to COVID-19. In line with provincial guidance on health care workers working in multiple sites and in order to reduce exposure risk to the communities, all physicians will provide virtual appointments only via telephone, OTN, video conferencing.
- 4) Clients will continue to be scheduled as per the regular provider/clinic schedule.
- 5) Continuation of postponement of non-essential and face to face appointments until further notice.
- 6) Continuation of services for essential appointments only through virtual means e.g. telephone, OTN, video conferencing.
- 7) In-person essential appointments as determined by the client's provider and upon screening procedures. Only those clients that do not show symptoms will be seen face to face.
- 8) The on-site provider will be responsible for the essential in-person appointments. Collaboration with the client's regular provider is encouraged/recommended.
- 9) On-site providers will complete wellness/reassurance checks to positive case clients virtually e.g. telephone/OTN, videoconferencing. Providers can also provide education to clients/family members on how to provide care to a family member with COVID-19. See link "How To Care For a Person With COVID-19 at Home". <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/care-for-person-covid-19-home-caregivers/64-05-19-2611-Coronavirus-Factsheet-CAREGIVERS-EN-06.pdf>

- C) No Personal Protective Equipment (PPE)

In the event that Personal Protective Equipment is unavailable, all providers will continue to provide primary care services however via virtual means **only** e.g. telephone, OTN, videoconferencing. Staff will be instructed to work from home in this event and communication will be posted on our website and Facebook page.