

COVID POSITIVE CARE IN THE COMMUNITY

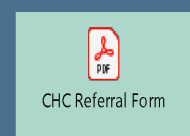
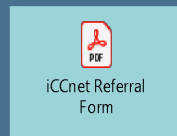
COVID RESPONSE CARE TEAM (CRCT) – NOTIFICATION AND REFERRAL TO REGIONAL LOCAL HEALTH NETWORKS AND iCCnet

Communicable Diseases Control Branch (CDCB)
notification to CRCT re COVID 19 positive patient

Initial Health Assessment by **CRCT**- Patient lives in a Regional area and may be suitable for Home Quarantine
CRCT Team Leader: **0401 577 241** – Health.CRCTHomeQuarantine@sa.gov.au

CRCT is responsible for clinical oversight of care whilst patient admitted to this service

1. CRCT completes patient Ax and completes Service Referral for **iCCnet** if appropriate.
2. CRCT completes **GPAT (08 8130 3480 - SAHealth@24-7MedCare.com.au)** referral form for Clinical Assessment
3. CRCT to email COVID Notification to designated rLHN notification email and the **rLHN COVID Case Coordinator**
4. If additional wrap-around LHN services required - CRCT to email CHC Referral Form to **Country Referral Unit (CRU)**



rLHN Notification

*** COVID Case Coordinator**

*As determined by rLHN protocol

1. Acknowledge receipt of the **CRCT** Referral
2. Add patient detail to care management systems as required by LHN eg CCCME, Health Track, Chiron
3. Communicate positive status in LHN community status to LHN IMT and any service delivery teams
4. Liaise with **iCCnet** regarding the provision of service or equipment if required
5. Contact the patient if referral received from **CRCT** via **CRU** for any services
6. Develop LHN client management plan for critical services and communicate as required
7. If care requires escalation (clinical deterioration or care needs exceed capacity), ensure communication with **CRCT**

Referral to iCCnet

iCCnet facilitate delivery of equipment to patient within 24-48 hours.

iCCnet provides patient education on the devices
Email: Health.iccnetcovid@sa.gov.au
Ph: **7117 0600** 9-5pm
AH: **0481 909 127**

iCCnet to monitor the patient's observations and compliance with completing observations
iCCnet calls patient twice daily

iCCnet clinician to review observations x4

Observations within defined parameters

Continue monitoring

Observations in red or purple zone on the RDR chart

- Call 000 if immediate response required
- Escalate clinical symptoms to **CRCT**

Referral to rLHN for services

All referrals to be registered via **CRU** on CHC Referral Form. Attach the CRCT Health screen

CRU to enter CCCME details:

- Register client
- add alerts
- open referral

Notify **rLHN** of services requested via normal process

Confirm the **rLHN** COVID Case Coordinator has received the referral

Escalation of patient's clinical care in line with the **CRCT** escalation of care protocol.

For escalation of a pregnant woman, refer to COVID-19 Obstetric Escalation Guide

If the patient requires transfer to a supervised quarantine facility or metropolitan facility refer to **CRCT** and the Transfer/escalation of care protocol

Immediate Notifications

LHN Name	Notifications To be sent to	Email
Barossa Hills Fleurieu	BHF IMT	Health.BHFLHN IMT@sa.gov.au
Eyre & Far North	EFN IMT	Health.EFNOCEOCorrespondence@sa.gov.au Bianca.strong@sa.gov.au
Flinders & Upper North	FUN Notifications	DL.FUNLHNCOVIDNotification@sa.gov.au
Limestone Coast	LC IMT	health.LCLHNCovidcare@sa.gov.au
Riverland Mallee Coorong	RMC IMT	Health.RMCLHNEmergencyManagement@sa.gov.au
Yorke Northern	YN IMT Michael Eades	Health.YNLHNIncidentManagementTeam@sa.gov.au Michael.eades@sa.gov.au
RFDS (if client based remotely)	Operations Control Centre	operationscontrolcentre-RFDS@flyingdoctor.net

Clinical Assessments and Referrals for wrap around services**rLHN COVID Case Coordinator – Contact Details**

LHN Name	COVID Case Coordinator Contact	Phone	Email
Barossa Hills Fleurieu	Mary-Ann Spicer <i>Escalation - Brett Webster</i>	0477 325 461 0467 819 243	Mary-ann.spicer@sa.gov.au Brett.webster@sa.gov.au
Eyre & Far North	Bianca Strong	0423 070 731	Bianca.strong@sa.gov.au
Flinders & Upper North	Stephen Monaghan (Community) Perri Harvey (Acute) <i>Escalation Nes Lian-Lloyd</i> Angela McLachlan Cheryl Russ	0428 679 015 TBC 0427 398 309 0434 670 707 0409 367 746	Stephen.Monaghan@sa.gov.au TBC Nes.lian-lloyd@sa.gov.au Angela.mclachlan@sa.gov.au Cheryl.russ@sa.gov.au
Limestone Coast	Tony Potts Jodie Collins <i>Escalation – Dr Elaine Pretorius</i>	0428 108 162 0447 202 554 0435 965 466	Tony.potts@sa.gov.au Jodie.collins@sa.gov.au Elaine.pretorius@sa.gov.au
Riverland Mallee Coorong	Michelle Bissell <i>Escalation - Brad Birleson</i>	0481 176 161 0434 888 228	Michelle.Bissell@sa.gov.au Brad.birleson@sa.gov.au
Yorke Northern	Mikell Afford Sarah Ashby <i>Escalation - Melissa Koch</i> <i>Escalation - Cass McNeil</i>	0419 869 493 0408 800 461 0447 672 173 0408 488 407	Mikell.afford@sa.gov.au Sarah.ashby@sa.gov.au Melissa.koch@sa.gov.au Cassandra.mcneil@sa.gov.au
RFDS (if client based remotely)	Operations Control Centre	1800 733 772 (Clinical Coordinator)	operationscontrolcentre-RFDS@flyingdoctor.net
Rural Support Service – Overall rLHN Community Support	Cathy Teager Julianne O'Connor	0466 449 372 0432 757 197	Cathy.teager@sa.gov.au Julianne.oconnor@sa.gov.au

Data Recording Advice – Country Referral Unit

COVID+ Notification in CCCME

Step 1

Check if individual is already registered in CCCME

Step 2

Registered Individual

- add 'Infectious Condition' alert
- add start date (diagnosis date)

Non-Registered Individual

- register in CCCME as 'Individual' client type
- add 'Infectious Condition' alert
- add start date (diagnosis date)

Step 3

Referral for services

- open referral for new services (see below)

No services required & no open referrals

- close the client straight away

Usual Business - Ongoing Services

- New referrals (not related to COVID diagnosis) to be allocated to usual CCCME referral pathways.
- For clients where medium to long term services are required, as a consequence of Long COVID, follow usual LHN protocols for accessing either chronic condition services or My Aged Care funded services where deemed necessary.
- Accepted referrals to supply '*usual business*' community services on behalf of other agencies (eg. aged care or NDIS providers with staffing shortages due COVID+ diagnosis) to be recorded in a CCCME Business Episode. *There is no automatic acceptance of these referrals – to be negotiated with Program Managers.*
- Clients with open referrals (pre COVID+) receiving ongoing '*usual business*' services will continue to be recorded in usual CCCME Episode (eg. NDIS, HCP, CHSP, Community Health).

New Referrals for COVID+ Support Services

All additional COVID treatment/support services provided by community-based staff are to be recorded in the Outpatient Episode (all age groups).