

Dalhousie and Lamèque Community Health Centres

COVID-19 RELATED PATIENT PATHWAY GUIDE WITHIN A COMMUNITY HEALTH CENTRE

At all times, the safety of staff is the priority. It is a prerequisite for all staff directly participating in the care of suspected COVID-19 patients to be proficient using the required equipment.

INTAKE

- The staff assigned to the doors to control access must wear droplet/contact protective equipment to receive patients.
- These staff members review and apply the pre-selection checklist supplied by Vitalité Health Network.
- They direct patients to the units receiving them, including:
 - Departments where patients have appointments;
 - Radiology/Laboratory, if patients have an appointment or have an exam request in hand;
 - Palliative Care, to visit a patient – one designated person only;
 - Walk-In Clinic:
 - If a patient presents for screening only, they will be returned home with the telephone number of the Walk-In Clinic and be given the standard advice and self-isolation advice;
 - If a patient presents at the Walk-In Clinic with mild symptoms, they will be returned to their home/car with the telephone number of the Walk-In Clinic, where they must call to book a telephone appointment;
 - If a patient presents with moderate to severe symptoms, they must remain at the entrance. A Code Stat will be called and then, if necessary, 911 will be called. The nurse must don personal protective equipment (PPE) (with droplet/contact equipment) and join the patient at the entrance. Only one family member may remain with a pediatric patient (<16 years) and must also wear a mask. When the ambulance attendants arrive, they take charge of the patient.
- If a protected code blue is called, refer to the document ***Prise en charge d'un arrêt cardiorespiratoire dans un Centre de santé communautaire.***