

September 2020

DO YOU PROVIDE CARE TO RESIDENTS IN AN AGED CARE FACILITY?

Suggested actions for GPs working in RACFs

PRIORITY ACTIONS

CONTACT DETAILS & RESIDENT CARE

<p>CHECK that the RACF has your details</p>	<p>Make sure the RACF:</p> <ul style="list-style-type: none"> ✓ has accurate contact numbers and details for you, your practice and after-hours contacts, and ✓ they are stored with the RACFs COVID-19 Outbreak Management plan.
<p>ENSURE you and the RACF have a list of the residents in your care</p>	<p>Keep an up-to-date list of the residents you care for at each site (including emergency contact details) ensuring that the RACF also has a list of the residents you care for.</p>
<p>CHECK the contacts you have for the RACF and LHD COVID-19 service</p>	<p>Ensure you know who is in charge at the RACF and how to contact them. This may be a facility manager or a nurse manager.</p> <p>Ensure you can contact the pharmacy that supplies your residents, including after hours, in case of urgent or palliative medication needs.</p> <p>Save the contact information for your PHU (1300 066 055) and for your LHD COVID response teams:</p> <p><u>Southern NSW LHD Coordinators:</u></p> <p>Bega Valley: Nicole Tate, Director of Nursing and Midwifery 0428 108 089</p> <p>Cooma/Snowy Mountain: Dorothy Nicholson, Nurse Manager 0436 935 000 or 02 6458 5777</p> <p>Eurobodalla: Edwina Fynmore, Nurse Manager 0407 281 988</p> <p>Northern (Goulburn/Yass/Crookwell regions): Lauren Robinson, Nurse Manager 0436 617 042</p> <p>Queanbeyan: Tim Keun, Nurse Manager 6150 7540</p> <p><u>Illawarra Shoalhaven LHD COVID-19 response team:</u></p> <p>Public health unit: Curtis Gregory, Director of PHU 0413 386 201 or via PHU 1300 066 055</p>
<p>ADVISE RACF if you will visit during COVID-19</p>	<p>Advise the RACF whether you are willing to continue to visit the site in appropriate PPE in the event of a COVID-19 outbreak.</p> <p>If you are visiting multiple RACFs, unaffected RACFs may be unwilling to have you onsite if you are delivering services into a facility where there is an active COVID-19 outbreak.</p>
<p>TALK to the RACF about their OUTBREAK MANAGEMENT PLAN</p>	<p>Each RACF will have an Outbreak Management Plan which will detail their response to a COVID-19 outbreak.</p>
<p>REVIEW your residents' Advanced Care Directives</p>	<p>Review Advanced Care Directives for all residents including preferences for management of COVID-19.</p>

ADDITIONAL ACTIONS

CLINICAL CARE OF RESIDENTS

REVIEW your residents' clinical details	Ensure residents clinical summary and details are up to date and could be used as a handover summary if needed. Review goals of care and escalation of care and consider uploading a current 'Shared Health Summary' to 'My Health Record'.
REVIEW your residents' medication charts and prescriptions	Review medication charts and ensure prescriptions are up to date. Consider: <ul style="list-style-type: none">• Ensuring all prescriptions have at least a 7-day supply remaining.• AVOIDING ALL NEBULISERS due to the increased risk of transmission of COVID-19 through droplet spread and consider use of metered-dose inhalers instead.
REVIEW your residents' immunisation record	Ensure that flu vaccinations are up to date.

MANAGING COVID POSITIVE RESIDENTS

LIAISE with the RACF and LHD outbreak management team	Isolate the resident and ensure all staff use full PPE Advise the PHU by calling 1300 066 055 Contact your local LHD outbreak management team (as above) and work in collaboration to determine management Initiate communication with residents' family members More information on actions to undertake in the first 24 hours can be found here
PROVIDE continuity of care	Maintain continuity of care through face-to-face care or by telehealth. COVID-19 MBS telehealth items can be claimed, see mbsonline.gov.au Consider providing ongoing care for residents who chose to go home with family. Review the current NSW Ambulance Secondary Triage process.
CHECK infection and PPE Plan for visiting the facility	If you will be attending a RACF, always undertake best practice infection control and PPE requirements. Check for updates on PPE requirements at the NSW Health website and practice donning and doffing your PPE. Consider having someone observe you to make sure you're doing it correctly. See the NSW Health PPE page to watch videos on PPE.
ACCESS to clinical advice and COVID-19 information	If you are managing residents with COVID-19 and have any COVID-19 specific questions, contact the COVID-19 team at the LHDs. HealthPathways ACT&NSW OR Illawarra Shoalhaven have regularly updated pages on assessment and management of COVID-19 residents in RACFs.
CONNECT and communicate with families	Contact and be a portal of information for families. Consider having a video conference for several families or all the families of your residents from the one facility at the same time for rapid sharing of information and to allay anxiety.

MANAGING COVID-19 IN RACFs

PLAN for surge capacity	<p>Plan for surge capacity amongst your colleagues, if possible, in discussion with nursing staff. Consider forming a group where one (or more) GPs continue to visit the site if others need to self-isolate. The visiting GPs can perform any tasks that can't be undertaken via telehealth.</p> <p>COORDINARE can assist by facilitating joint meetings and case conferences with GPs, RACFs and the LHDs to agree how best to manage COVID positive residents.</p>
SEEK ADVICE for concerns about an RACF	<p>If you have concerns about a facility's ability to prepare adequately or to cope with escalating issues, contact LHD COVID-19 teams or the Aged Care Response Centre at agedcareCOVIDcases@health.gov.au</p> <p>Notify your local PHU of any suspected cases of COVID-19 by calling 1300 066 055</p>

WHEN AN RACF IS AFFECTED BY AN OUTBREAK, BE PREPARED FOR:

New staff and management	<ul style="list-style-type: none">• Usual RACF staff that have been quarantined with replacement staff in place who may not know the residents, their medical care needs or care wishes.
GPs impacted by COVID	<ul style="list-style-type: none">• Some visiting GPs may be in isolation or unable to attend facilities on site. Plan amongst GPs and facility staff. COORDINARE can assist linking to other GPs and hospital teams
Communication difficulties	<ul style="list-style-type: none">• Difficulty contacting nursing staff within the RACF (e.g. phone calls unanswered or very limited information provided in response to GPs' calls).• Frequent contact from residents' family members seeking information about their family member.

Before you go, please consider subscribing to our General Practice focused **Staying ahead email** which will help keep you on top of the rapidly changing situation. If you need further help, please contact **COORDINARE on 1300 069 002 or info@coordinare.org.au**

COORDINARE acknowledges this tip sheet has been localised from the original developed by NWMPHN who incorporated the expertise of a range of stakeholders including Professor Michael Murray, the head of the Australian Government's Victorian Aged Care Response Centre, Victorian Department of Health and Human Services and an Aged Care Expert Advisory Group chaired by Dr Jagdeesh Singh Dhaliwal.