

Memorandum

To	Physicians/Nurse Practitioners and Staff of Family Medicine, Primary Care and Chronic Disease Prevention and Management
From	Kelley Rayner, Director of Primary Care & Chronic Disease
Cc	Dr. Wassim Salamoun, Medical Director- Prince Primary Care Network Dr. Ed White, Medical Director- Queens Primary Care Network Dr. Laura Neumann, Medical Director- Kings Primary Care Network Dr. Andre Celliers, Executive Director of Medical Affairs Arlene Gallant-Bernard, Chief Administrative Officer
Date	June 17, 2020
Subject	Reinstatement of some primary care services

As the provincial health response to the COVID-19 pandemic continues to make excellent progress, we must balance the risk to our community with the well-being and health outcomes of Islanders. On March 16, 2020, a memo was released by the Joint Response Team to provide advice to physicians on the essential services approach during the COVID-19 pandemic. Recently, the Service Reinstatement Team (SRT) was established to guide Health PEI and providers on an ease back approach. The Team reviewed and approved a proposal for the first phase of an ease back of some primary care and chronic disease services and programs.

Direction has been provided to reinstate medium priority services, and to continue with high and critical priority services (see attached document for details). Please note that the reinstatement of services is dependent on there being no community spread of COVID-19 and having staffing resources available. Should community spread occur, essential services may again scale back to those deemed high and critical to accommodate the COVID emergency response.

The Primary Care and Chronic Disease Unit has taken on responsibility for the COVID Clinics: Screening and Cough and Fever Clinics in Charlottetown and Slemmon Park. At this time, it is recommended that you continue to triage and provide care to patients via phone and Zoom for Healthcare when possible and that you continue to direct patients with COVID-like symptoms to the COVID (Cough and Fever) Clinics for assessment and treatment by emailing coughandfeverclinic@gov.pe.ca.

We all must remain diligent in service delivery approaches that make every effort to reduce risk to staff, providers and patients. Considerations and guidance for service delivery approaches follow:

- Routine screening of patients for COVID-19 and virus-like symptoms

Suggested Strategies: Screening survey by telephone no more than 24 hours prior to in-person appointment and then, screening again upon entrance of office/building

- Maintaining social distancing and reducing contact between patients, public and healthcare staff

Suggested Strategies: Preference given to virtual care appointments (via telephone/Zoom for Healthcare), limited and staggered in-person appointments, office access controls, wait-room set up redesign and signage, and floor markings to direct distancing. See sample signage at:

https://src.healthpei.ca/sites/src.healthpei.ca/files/COVID/Doctor_Office_Stop_Notice.pdf

- Establishing routine cleaning of facilities, equipment and commonly touched areas after each contact

Suggested Strategies: hand sanitizer made available at entrances and at exam room doorways, remove unnecessary contents in waiting or exam rooms, use of Oxivir wipes on chairs or beds after each patient.

http://www.gov.pe.ca/photos/original/DHW_IPC_HC.pdf

Anyone reporting symptoms related to COVID-19 should not be seen in your office. Please continue to direct these patients to the COVID Clinics for testing, assessment and treatment by emailing coughandfeverclinic@gov.pe.ca, or to the Emergency Department if symptoms dictate.

Videos have been created to demonstrate what to expect when visiting the COVID Clinics. Please share.

COVID-19 Drive-thru Testing Clinics: <https://www.youtube.com/watch?v=MI3caaesOZU>

Cough& Fever Clinics: <https://www.youtube.com/watch?v=u2w3ar6fffl>

Thank you for your on-going efforts and cooperation. PEI is stronger together.

Enclosure:

- Reinstatement Consideration and Guidance
- Script for Screening Patients
- Routine Practices Risk Assessment + Algorithm for All Patient Interactions