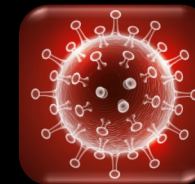


Patient journey

COVID-19 TESTING

Dr. Christine Luelo
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November 23, 2020



Mental health
& COVID-19
HOT
TOPICS

PATIENT JOURNEY

DR. CHRISTINE LUELO



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Family Physician

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Disclosures

Honoraria, other rewards: Medical Director,
South Calgary Primary Care Network

Speakers' Bureau, advisory boards: College
of Physicians and Surgeons of Alberta
Assessment Program Advisory Committee

Grants, clinical trials: Medical Lead PHC ORI
(Primary Health Care Opioid Response
Initiative), Calgary Zone

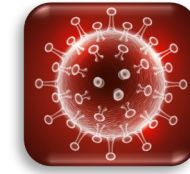
Patents, royalties: None

Investments in health organizations: TELUS
(common shares)

Other influential affiliations: None

PATIENT JOURNEY

DR. CHRISTINE LUELO



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Should I get a test?

How do I get a test?

How do I book a
test?

How do I get my
test results?

What happens if I
test positive, and
who will manage
my care?

Who will tell my
contacts?

When can I go
back to
normal?!

How does a patient know if they should get a COVID-19 test?

1. Any person exhibiting any **symptom** of COVID-19

- Cough*~
- Fever*~
- Shortness of breath*~
- Runny nose*
- Sore throat*
- Stuffy nose
- Painful swallowing
- Chills
- Headache
- Muscle or joint aches
- Feeling unwell or fatigue
- Nausea, vomiting, diarrhea or unexplained loss of appetite
- Loss of sense of smell or taste~
- Conjunctivitis (pink eye)

* = Core symptoms for adults ~ = Core symptoms for < 18 years old

2. All close **contacts** of COVID-19 cases

- See the AHS [Information for Close Contacts of a COVID-19 Case](#)

3. All workers and residents at specific **outbreak** sites

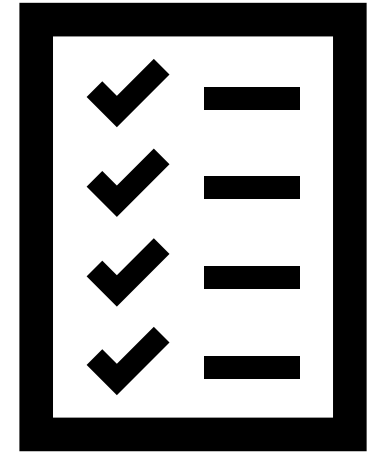
<https://www.alberta.ca/covid-19-testing-in-alberta.aspx#symptoms>

4. Do **not** get a test to “prove” you are recovered



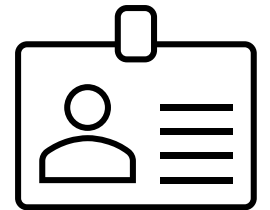
How does a patient get a COVID-19 test?

- There is a separate online booking system for :
 - Healthcare workers
 - School teachers and school staff;
 - Group home, disability support and shelter workers
 - Correctional facility staff in provincial or federal facilities
 - Individuals who provide services in clinical setting (hospitals, clinics, pharmacies)
- Triage at time of booking
 - Patients are screened at this time for emergent symptoms and directed to call 911
 - Patients are screened for urgent symptoms and directed to 811 for further screening/assistance re best location for care
 - ONLY then will they be prompted to answer symptom/contact questions to allow them to book a test



What information does a patient have to provide to get tested?

- Legal name
- Current address with postal code
- Date of birth
- Consent to receive test result via text message or automated phone message
- Cell phone number (or landline phone number for automated message)
- Acknowledge intent to comply with isolation requirements
- Request a callback from AHS to book an appointment
 - Sole option for individuals who do not have an Alberta Healthcare Number
- Book online
 - Provide Alberta Healthcare Number
 - Choose preferred time and location for a COVID-19 test



PATIENT JOURNEY

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What other information does a patient have to provide to get a COVID-19 test?

- Whether they have a family doctor or nurse practitioner
 - Drop down menu now available

Expected changes this week to facilitate better communication with family physicians


AA myhealth.alberta.ca

Do you have a family doctor (or nurse practitioner)?*

Yes No


Would you like AHS to notify your family doctor (or nurse practitioner) with the result of your test for the purpose of follow-up care?*

Yes No


Family Doctor (or Nurse Practitioner) Name 

Family Doctor Name


Clinic or Facility Location

Clinic or Facility Location 

My family doctor/nurse practitioner was not in the list.

 **IMPORTANT**

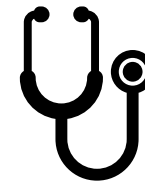
Please make sure you select the correct location (where you visit your family doctor or nurse practitioner). If you select the wrong location, the


Privacy - Terms

How can a patient get their COVID-19 test result?

Three options:

1. Wait for an automated text message (24/7) or phone message (700-2300)
2. Access results online through the [MyHealth Records](#) portal
 - Parents can sign up for children under 14
 - Over 14 can have their own log in
3. Call their family physician to request test result



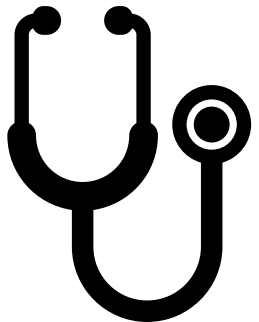
What happens if a patient tests negative for COVID-19?

- TEXT or automated message from Alberta Health with [Isolation & quarantine requirements](#)
 - Isolate for 14 days from the date of close contact with a COVID-19 case even if you have no symptoms
 - If you become sick with COVID-19 symptoms during this time, isolate for an additional 10 days from the onset of symptoms or until the symptoms resolve, whichever takes longer
- No requirement to isolate if you have symptoms **and** no known exposure to the virus
 - Still recommend you stay home until symptoms resolve so you do not infect others



What happens if a patient tests positive for COVID-19?

- Copy received by primary care provider as per normal lab download on day of reporting
 - AHS may add recommendation to the automated text and phone messages to instruct patient to call their primary care provider, and remove the option to not send copy to provider
 - Remember these patients were triaged at time of appointment booking for severe symptoms
 - Critical that we act on these even though we were not ordering provider
 - Have a plan for weekends
 - Primary care provider should reach out to provide follow up support per the care pathway





What happens if a patient tests positive for COVID-19?

- Daily list provided to the Calgary Zone Primary Care Networks
 - Divided by postal code (so not perfect division)
 - Does not have primary care provider listed – let the investigation begin!
 - PCN may contact patient to verify that they have had contact with their physician if unable to verify through the office that the clinic or medical home is accepting care back
 - Will provide follow up support until patient can connect with their physician



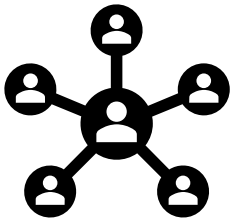
What happens if an unattached patient tests positive for COVID-19?

- Would have indicated no physician at time they booked the test
- May get a phone call from the AHS Home Monitoring Program
- Receive a phone call from a Primary Care Network
 - Can help patient find a family physician -- either temporary or long-term attachment
 - If patient does not want to find a family physician, the PCN will provide follow up support unless they are already receiving help from the AHS Home Monitoring Program



Who will tell contacts that a patient tested positive for COVID-19?

- AHS only notifies close contacts of three priority groups:
 - Health care workers
 - Minors (parents will still be notified by AHS if their child is exposed at school)
 - Individuals who live or work within congregate or communal facilities
- Patient will now use the AHS [Contact Tracing Notification Process](#) to identify and submit their close contact information to AHS online. This tool includes:
 - A [COVID-19 Close Contacts Identification Guide](#) to help determine close contacts
 - An email template to send to close contacts to inform them
 - Patients will receive a follow up call from AHS to discuss the information entered
 - AHS will send a text to close contacts to let them know (does not identify patient zero)



How do I decide it is safe for a patient to go back to “normal”?

- Patients need to isolate for 10 days from the start of symptoms, or until core symptoms resolve, whichever takes longer
- If in doubt err on the side of longer isolation
- Use your normal protocols for determining back to work fitness
- Patients do NOT need a negative test to end isolation
- Employers cannot legally require a negative test for return to work
- If you are confused - phone a friend – specialistlink.ca COVID-19 line
- Remind patients that they still need to follow safe practices
- Use this moment to recruit a pro-immunization ally

