

# Re-introduction of In-Office Primary Care

## VIRTUAL CARE is HERE TO STAY

Continue to offer telephone or virtual visits as the FIRST option, only offering in-person visits if physical examination will change your management, the patient requires a hands-on procedure/intervention, or if an in-person visit is in the patient's best interest

### Transitions from one phase to the next will depend on:

**your** office readiness (PPE, staffing, office size/configuration), stages of provincial re-opening and your community's COVID prevalence.

This is a rough guide to support your clinical judgement on the items in the categories below. You know your patients the best.

#### Phase I of re-opening

- ▶ **Newborn care** (i.e. weight checks)
- ▶ **Well Baby visits + immunizations**
- ▶ **Prenatal care**
- ▶ **Pregnancy termination care**
- ▶ **IUD insertion/removal, endometrial biopsy**
- ▶ **Acute illness or pain requiring in-person exam** (i.e. ENT, neuro, MSK, abdo, GU, gyne, breast)
- ▶ **Unstable chronic disease** (COPD/CHF)
- ▶ **Mental Health** visits (if concern about destabilization without in-person visit)
- ▶ **Addiction care** (i.e. alcohol, suboxone)
- ▶ **Skin biopsies** (for suspected melanoma)
- ▶ **Acute injuries** (lacerations, abscess I&D, burns, high-risk wound care, etc)
- ▶ **Injections** (anti-psychotics, Depo-Provera, Prolia, methotrexate, etc)
- ▶ **Adult vaccines** (Pneumococcal/Pneumovax)
- ▶ **Joint injections** for chronic/acute pain
- ▶ **Allergy shots** (if office space allows)
- ▶ **Suture removal**
- ▶ **Palliative care visits** (office or home)
- ▶ **MAID requests**
- ▶ **Driver's Medicals/3rd party medicals** for essential service workers

if adequate  
PPE, office  
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#### Phase II of re-opening

- ▶ **Adult immunizations** (routine Shingrix, Tdap, etc)
- ▶ **Driver's Medicals/3rd party medicals** for non-essential services
- ▶ **Pap smears for follow-up of prior abnormal**
- ▶ **Mental Health** (routine visits)
- ▶ **ENT, cardiac, GU non-urgent issues requiring exam**
- ▶ **Deaf or vulnerable patients unable to have virtual visits** (if non-urgent concern)
- ▶ **Skin exams** if photo/video insufficient
- ▶ **Skin biopsies** (for non-melanoma lesions)
- ▶ **Liquid nitrogen treatments** (warts, AKs)

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#### Phase III of re-opening

- ▶ **Meet and greets** for new patients
- ▶ **Routine paps**
- ▶ **Periodic/Preventative Care Reviews**
- ▶ **B12 injections**
- ▶ **Diabetic checks**
- ▶ **Hypertension review**
- ▶ **Stable CHF/COPD visits**
- ▶ **Contraception review**
- ▶ **STI screening**
- ▶ **Smoking cessation**

\*Continue to provide virtual care where able\*  
This may be the NEW NORMAL

\* You may be doing these things already \*