

Scaling of In-Person Primary Care Services

based on local public health unit alert levels

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

CONTROL / LOCKDOWN

- Newborn care (i.e. weight checks)
- Well Baby visits + immunizations
- Prenatal care
- Pregnancy termination care
- IUD insertion/removal, endometrial biopsy
- Paps (for follow-up of abnormalities)
- 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 (Prevnar/Pneumovax)
- Joint injections for chronic/acute pain
- Allergy shots
- Suture removal
- Palliative care visits (office or home)
- MAID requests
- Driver's Medicals/3rd party medicals for essential service workers

RESTRICT

- Adult immunizations (routine Shingrix, Tdap, etc)
- **Routine paps (for high risk patients)**
- Mental Health (routine visits)
- ENT, cardiac, GU non-urgent issues requiring exam
- Hearing impaired or vulnerable patients unable to have virtual visits (if non-urgent)
- Skin exams if photo/video insufficient
- Skin biopsies (for non-melanoma lesions)

PROTECT

- Adult immunizations (routine Shingrix, Tdap, etc)
- **Driver's Medicals/3rd party medicals for non-essential services**
- Routine paps
- 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)**

PREVENT

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

There will be overlap between yellow & orange, depending on office capability

Differences indicated in bold

Consider reducing non-urgent investigations and elective referrals:

- Routine bloodwork
- Repeat U/S (i.e. thyroid, renal) for stable patients
- Bone Mineral Density tests

In this phase, aim to offer the full spectrum of normal primary care services (there are too many to list!), but can still opt to provide virtual care where mutually convenient to you and the patient.

* Between Red (Control) and Grey (Lockdown), services should not vary that much and will largely depend on an office's capability with their available staff and office flow