

Primary Care and Chronic Disease Essential Services

Key Considerations:

- Virtual care options via telephone and Zoom for Healthcare remain the preferred first line of care.
- All patients with Covid –like symptoms should be directed to the Cough & Fever Clinics, or to the ED if symptoms are serious.
- Process should be in place to screen patients and their support persons within 24 hours of an in-person visit and again, at facility/office entry.
- Critical, high and medium priority services have been approved at this time.
- Reinstatement of services is dependent on your ability to ensure appropriate social distancing, cleaning precautions and PPE availability if required. Staffing availability must also be taken into consideration.

Resources:

- **Sample Screening Script for Primary Care**
- **Routine Practices Risk Assessment + Algorithm for all Patient Interactions**
- **Infection Prevention and Control for Health Care Offices/Clinics**
http://www.gov.pe.ca/photos/original/DHW_IPC_HC.pdf

Essential Services Assessment:

Category	Description
Critical	Must Continue
High	Continue Regular Operations until further direction or staff compliment is available. Damage caused by the incident increases rapidly. Service impact is time sensitive. A minor incident can be prevented from becoming a major incident by acting immediately.
Medium	The damage caused by incident increases considerably over time.
Low	Damage caused by delay in service marginally increases overtime. Work that cannot be completed by staff is not time sensitive.
Suspended	Reinstatement plan approval required. Factors may be related to patient risk, CPHO restrictions or dependency on other health system services.

Please direct further enquires to your Medical Director or Clinical Nurse Lead

Approved Essential Services as of June 1, 2020

Category	Service/Program
Critical & High	<ul style="list-style-type: none"> - Acute Illness & Conditions requiring immediate attention (e.g. New Diagnosis, Acute Infections, High Blood Glucose, patients reporting symptoms or who are of increased risk for colon, breast and cervical cancer. Consult with related specialist for follow-up management to ensure service is accessible.) - Well Baby /Child Visits¹ - Prenatal Appointments (new prenatal)² - Mental Health Visits (physician/NP visits) - Regularly Scheduled Injections - Prescription Refills - New Insulin Starts including newly diagnosed type 1 diabetes (all ages) - Pediatric Diabetes Management & Care - Insulin Pump Therapy - Gestational Diabetes - High Blood Glucose levels (> 20mmol/L) including those with steroid induced hyperglycemia - Insulin starts requiring multiple daily injections. - Patients with unexplained recurrent hypoglycemia - Young adult (transition group) type 1 - INR - RPM - Remote Monitoring for patients with CHF & COPD - INSPIRED Visits for high risk patients
Medium	<ul style="list-style-type: none"> - Collaborative Mental Health Visits (RNs) - Mild to moderate anxiety and depression - Primary Care Case Management - Smoking Cessation-Consults (Individuals/Couples) - Venipuncture - Ear Syringing - IUD insertions - Vasectomies - Routine diabetes appointments (prioritize those with significant increase in HbA1C, need to change diabetes agents due to financial challenges/side effects, renal deterioration based on lab values) - GLP-1 injectable start (type 2) - Routine Foot Checks for Diabetic Patients - Routine COPD appointments

Essential Services Yet to be Approved for Reinstatement

Category	Service/Program
Low	<ul style="list-style-type: none"> - Routine appointments (not chronic disease related) - Type 2 diabetes Group Education Classes - Cardio Pulmonary Program Screening & Group Education - Group classes - COPD, Prediabetes, Hypertension - Cryotherapy - Video Conferencing – out of province and specialist visits - Spirometry Testing - Drivers Medicals - Stroke Patient Navigation - Provincial Colorectal and Cervical Cancer Screening Programs/Services for average risk non-symptomatic individuals
Determined by Provider	<ul style="list-style-type: none"> - Postnatal Appointments - Secondary Stroke Prevention (high priority Patients followed by Secondary Stroke Prevention Program)

June 16, 2020

¹ Queens and Kings: As of June 1, all well baby visits will be completed by the primary care provider. Prince: Will continue with current process. For additional information please contact Dr. Peggy Bethune at mdbethune@ihis.org or call 902-894-2440.

² Prenatal appointments: **Charlottetown Obstetricians** will see prenatal patients after 12 wks ONLY if needed. **Summerside Obstetricians** will see prenatal patients as requested by primary care.