

COVID-19 Pandemic Check List Update

The team at Auckland PHO has developed a Covid-19 Pandemic check list for practices and have shared it with DHB communications team who are checking references and links and it is anticipated that the finalised document will be sent via Mendix to general practices later today (or latest Monday). The purpose of the Check List is to provide a tool for general practice to identify, develop and implement business continuity, apply preventative infection control, and environmental/workforce planning at every pandemic phase of Covid-19. It is solely for practice use and there is no requirement to send it to Auckland PHO or beyond. The Auckland PHO team will be available to assist practice team members to work through the check list if needed.

COVID-19 Asymptomatic- Surveillance in Primary Care for those taking swabs

The DHBs and PHOs across Auckland are seeking clarification from the MoH regarding asymptomatic - surveillance swabbing for general practice staff. Currently, it is not clear who should be swabbed and how often. (Of course, any symptomatic staff must be swabbed and self-isolate as per the MoH guidance).

When we have further information, we will let you know and request that practices complete a template.

HealthLink - After Hours COVID support - 09 354 7224

HealthLink Technical Support HelpDesk now have an emergency (COVID related) after hours support number for you to use should you need support during weekends.

The number is **09 354 7224**. This will go through to Technical Support Team Lead – Dhanjit.

The number will remain active for the next few weeks while things settle to a new normal.

Stay safe & thank you for the important work you are doing to keep us all safe & well.

Well Being Support for Healthcare Workers

Healthcare workers are not immune to the impacts of workplace stress, and right now more than ever there is pressure on us to perform.

If you are experiencing any of the following, it could be a sign you need to take some time to care for yourself:

- Feelings of disconnect from your work, your family or home life
- Tiredness and lack of motivation
- Helplessness - the unpredictable nature of pandemics or accidents can leave us feeling helpless and vulnerable
- Fear or worry you won't be able to stay in control
- Withdrawn

If you're a healthcare worker and want someone safe and supportive to talk to, we can help. Take some time to focus on your own health and wellbeing today and call or email our confidential, fully funded psychology support service. HealthCare NZ is proud to provide this free psychological support service.

Ministry of Health mental health resources

The Ministry of Health has compiled a mental health resource, which has good leads for advising patients too. [See the Ministry's resources](#).

Screening programmes and COVID-19 patient test results update

Screening Programmes Continue

Consistent with national [guidance](#) on the MOH and [National Screening Unit](#) websites, and with Cancer Control Agency (CCA) advice, all National Screening Programmes are continuing. Please refer to the [Covid-19 Primary Care Alert Response Framework](#) on HealthPathways for further information about clinical practice at Alert level Orange.

COVID-19 Test Results

Auckland Regional Public Health Service (ARPHS) have advised that the public are contacting them to get their Covid-19 test results. Please remind patients that they will be notified about their test result within 5 days via text or a phone call.

If they have not received notification of their results after 5 days, please ask them to follow-up with yourself as their GP or the place where they had their test. ARPHS and the laboratories will not be able to assist them with their results.

Please send feedback to stuart.jenkins@waitematadhb.govt.nz

Interpreter Services

The Auckland metro DHBs provide a free primary health interpreting service to culturally and linguistically diverse background patients in primary care who need to use an interpreter for language support. Please see - Auckland Regional HealthPathways – [Interpreter Services](#). These services are free of charge. To book an interpreter, contact:

Auckland DHB

- 0800 559 555
- To make an online booking, <https://interpreterservices.custhelp.com/>

Counties Manukau DHB

- 0800 744 735 or (09) 276 0014, Email: phip@cmdhb.org.nz

Waitematā DHB

- 0800 887 765
- For more information, <http://www.asianhealthservices.co.nz/Primary-Health-Interpreting>

Patients have a right to use an interpreter; we would appreciate you making them aware of this and ensuring they use interpreter services when required. Family members and friends should only be used as support for your patient and not as interpreters.

To send feedback, please email Christine.mcintosh@middlemore.co.nz

Correct use of swabs for COVID-19 testing

Feedback has been received that transport media provided with the Noble Bio swabs is leaking. This is not the case – the CTM will not leak if the lid is put back on correctly.

See attached document for full details.

[200818v2LabUpdateCovidSwab.pdf](#) [357.5 KB]

Biohazard Bags

There is currently a national shortage of Biohazard bags. One bag per sample is sufficient from a Health and Safety perspective. Please use only one.

Masks

Community health providers have asked if you could please encourage patients to wear masks to their appointments e.g. radiology

Swabs for close contacts need to be prioritised for processing at the lab

Please identify close contact (as determined by Medical Officer of Health) patient swabs in the following manner:

- Mark lab forms with a large yellow highlighter cross on both sides (see attached example)
- Collect samples in a large zip lock bag (you can use the zip lock bag that contains the biohazard sample bags) with an A4 sheet marked (as in the attached example) facing outwards.

The decision to prioritise is made by the Medical Officer of Health only.

[URGENT.pdf](#) [3.1 KB]

[Photo 17 Aug 2020.pdf](#) [270.6 KB]

Covid -19 Testing Sites

Attached are the Community Testing Centres as at 19th August and list of Designated GP Practices/Urgent Care Clinics as at 20th August

These Lists may change so please be aware of updated alerts from Medinz and go to Auckland Regional Healthpathways

COVID-19 Requests and Local Processes

<https://aucklandregion.healthpathways.org.nz/722376.htm>