

1. Alert Level Green of The Primary Care Alert Response Framework

- Maintain red and green streaming
- Triage every patient before they visit the practice
- PHOs encourage the use of medical grade masks for all staff and patients including hand sanitisation before the mask is worn. Please follow all IPC/PPE guidance accordingly
- If you require further supply of masks to comply with this recommendation, please contact Priscilla@aucklandpho.co.nz

What to do if a patient refuses to wear a face mask

Patients should be advised that the policy of mask wearing is to safeguard their own health, the safety of healthcare workers, and the safety of other patients. Wearing a mask is part of the responsibility we all share in preventing the spread of Covid-19. If a patient does not have a legitimate medical reason to refuse to wear a mask they should be asked to wait outside until the GP or Practice Nurse is available to see them.

<https://www.health.govt.nz/system/files/documents/pages/alert-level-1-ppe-guidelines-unknown-covid-status-22sept2020.pdf>

2. Patient Information for COVID-19 Swabs

Reminder – always give the Patient Information Sheet to all people swabbed for COVID-19

Patient information sheets are available on Auckland Regional HealthPathways:

Symptomatic: [COVID-19 Information](#) under **Local Guidance > Patient information: Information for People Who Are Being Tested for COVID-19 And Have Symptoms**

Asymptomatic: [COVID-19 Information](#) under **Local Guidance > Patient information: Information for People Who Do Not Have Symptoms**

To send feedback, please email Sue.French2@waitematadhb.govt.nz

3. Ordering of PPE – Changeover Period to New Onelink Process Extended

The new process of general practices and Urgent Care Clinics ordering PPE via Onelink is available to use now. However, the changeover period has been extended until Wednesday 16th December 2020.

Until then you have the option of ordering through the new process (Onelink) or continuing to order PPE via the current Auckland PHO process.

For instructions on the use of the Onelink website and to get your individual Practice login and password details please contact Kylie Corsbie: Kylie.Corsbie@onelink.co.nz

At this time practices do NOT need to set up an account or fill in a credit application form to place orders and receive PPE.

If you have any issues with Onelink access or have not received PPE ordered via Onelink please email Suzie@aucklandpho.co.nz