Welcome! Thank you for joining early

Start Time: 12:00 PM promptly

- Your camera is enabled by default
- Please make sure your mic is muted
- To ask questions:
  - Click ‘raise hand’ during presentation; moderator will invite you to unmute during the question period
  - At any time, type questions in the ‘chat box’
COVID Talks for Docs #3

Webinar Series:
Maintaining and Optimizing Your Practice
During Times of Rapid Change

We will be starting the session promptly at 12:00 PM
COVID Talks for DOCS

December 16, 2020

Dr. Christine Luelo
Dr. Janet Craig
Dr. Brad Bahler
Dr. Heidi Fell
(Moderator)

Zoom technical support
(+1.888.799.9666 ext 2)

Alberta Health Services
CPSA
PrimaryCare Networks
Alberta College of Family Physicians
Alberta Medical Association
Live Recording

- Privacy Statement: Please note that the webinar you are participating in is being recorded. By participating, you understand and consent to the webinar being made publicly available via a link on the AMA website for an undetermined length of time.

- By participating in the chat and live Q&A, your name entered into the Zoom sign-in may be visible to other participants during the webinar and/or in the recording.
We would like to recognize that we are webcasting from, and to, many different parts of Alberta today. The province of Alberta is located on Treaty 6, Treaty 7 and Treaty 8 territory and is a traditional meeting ground and home for many Indigenous Peoples.
Disclosure of Financial Support

This program has not received any financial or in-kind support.
Heidi Fell: AMA-physician contractor, PCN Contractor
Brad Bahler: AMA-physician contractor
Nigel Flook: CPSA
Christine Luelo: McKenzie Family Practice, PCN Honoraria, Co-Chair CZ Operations Coordination Committee, CPSA Assessment Program Advisory Committee
Janet Craig: AMA - physician contractor, PCN Honoraria, UofA teaching, Custom Learning Solutions.
This webinar will include a roundtable discussion where a few physicians share their experiences and advice about COVID-19 infection prevention and control.

Participants will have time to ask questions related to managing patient and practice needs during COVID-19, including:

- When to use which personal protective equipment
- Practical tips on setting up your office
Learning Objectives

At the end of this session participants will be able to:

- Select personal protective equipment appropriate for patient presentations
- Identify key sources of Infection Prevention and Control information
Infection Prevention and Control in a Clinic Setting
“a ‘non-essential health service’ includes any service that is generally done to protect, promote or maintain health of an individual and where an interruption in the provision of services will not result in an individual’s life, health or safety being immediately endangered” (CMOH Order 07-2020)

• Help patients adhere to the current restrictions
• Use virtual care to assess urgency and in planning need for face to face care
• Use virtual care to shorten in clinic time and for follow ups
• Be flexible to shift to virtual care if situation changes
• Consider blocks of virtual care so you can work somewhere else
• Try to find JOY in the virtual care experience
• Give your staff permission to err on the side of virtual care
Substitution/Virtual Care

- Protect a precious resource – keep your office safe for all
- Reduce traffic – good judgement is the key
  - Benefits of in-person > Risks “Test of Reasonable”
  - Balance: person, problem, prevalence and preference
- Keep yourself, your staff, and patients safe
  - Control the front door – enter by invitation
  - Cover your eyes, nose, mouth, wash your hands
  - Clean surfaces, maintain distances and barriers
- You are an important Role Model – Thank you!
- Thank your staff and patients for helping to beat COVID
COVID-19 INFORMATION

WORKPLACE GUIDANCE FOR BUSINESS OWNERS

1. ELIMINATION
   - Eliminate the hazard
   - Isolate staff who are experiencing symptoms by preventing them from entering the workplace

2. SUBSTITUTION
   - Provide care using alternative methods
     e.g. virtual care
   - Direct persons who are experiencing COVID-19 symptoms to online assessment tools

3. ENGINEERING CONTROLS
   - Temporary measures that maintain physical distancing (2m) between people: e.g. floor markings, Railings
   - Use physical barriers where physical distancing cannot or will not be maintained: e.g. clear plastic/glass barriers
   - Make hand hygiene supplies available and highly visible: e.g. hand sanitizer dispensers
   - Post signs of safety measures

4. ADMINISTRATIVE CONTROLS
   - Use electronic or online forms
   - Practice good hand hygiene
     - Cover coughs and sneezes
   - Regularly clean and disinfect commonly touched surfaces
   - Ensure a sick leave policy is in place for providers and staff

5. PERSONAL PROTECTIVE EQUIPMENT
   - PPE requirements vary based on risk of exposure and activities being performed
   - FOR MORE INFORMATION ON PPE:
Engineering Controls

- Make physical changes that have staying power
- Don’t over do signage
- Waiting room
  - Remove people
  - Remove stuff
  - Remove pinch points – rebook by phone, not at front desk
  - Ready access to sanitizer
- Have a walk in plan
- Be purposeful about where/how/when you do virtual care
- Where and when will people eat?
Administrative Controls

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   - Post signs of safety measures

5. PERSONAL PROTECTIVE EQUIPMENT
   - PPE requirements vary based on risk of exposure and activities being performed
   - For more information on PPE:
     - https://www.albertahealthservices.ca/infectionPreventionPPE.aspx

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Administrative Controls

• Designate a point person to be in charge of your COVID plan
• Keep essential staff to do essential work (PCRA is the most important work of your staff right now)
• Have team meetings to review changes - often
• Make sure your staff is cross trained
• Make sure your staff knows it's okay to NOT come to work
• Consider A and B teams if your office is big enough to manage that
• Physically or temporally separate staff as much as possible for their work
• Daily screening tracking tool for staff including physicians
• Thank your staff every day!
Administrative Controls

- Make a plan for new cases over the weekends and holidays
- Use your technology to support your efforts
  - Update your phone message
  - Update / build a new simple website so patients know your protocols
  - Put common handouts on your website
  - EMR optimization (e-faxing and portals)
- Collect emails so you can communicate any big changes out to patients en masse
COVID-19 INFORMATION

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   - Use electronic or online forms
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   - Ensure a sick time policy is in place for providers and staff
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   - Cover coughs and sneezes

5. PERSONAL PROTECTIVE EQUIPMENT
   - PPE requirements vary based on risk of exposure and activities being performed
   - For more information on PPE:
     https://www.albertahealthservices.ca/info/Page6422.aspx
Personal Protective Equipment

- Continuous masking
- Continuous eye (shield, goggles, safety glasses NOT eye glasses)
- Donning and doffing signage/ buddy system
- Patients with ILI /COVID symptoms - have them change to a medical grade mask on arrival otherwise NMM fine
- Chart the details of PPE/ time with patient etc when something is outside of normal

- PRACTICE WHAT YOU PREACH!
There's nothing more important than our good health - that's our principal capital asset.

Arlen Specter
Contact Information for Patients with Red Flags

RAAPID phone numbers:
- Red Deer & South: 1-800-661-1700

Connect MD: 1-844-633-2263
Specialist Link: 1-844-962-5465

Timely COVID Advice: phc@ahs.ca

Dr. Jia Hu - Urgent Help: 587-596-2294
Upcoming Webinar

- Wednesday, January 6 (12:00 - 1:00pm)
- COVID-19 Vaccine
- Interactive Format - Responding to Your Questions
- For upcoming & recorded AMA Webinars, visit:
  [https://www.albertadoctors.org/services/media-publications/webinars-online-learning](https://www.albertadoctors.org/services/media-publications/webinars-online-learning)
Questions and Answers
Evaluation Link

Key Websites for Information

https://www.albertahealthservices.ca/topics/Page16956.aspx

https://acfp.ca/tools-resources/covid-19-resources/

http://www.cpsa.ca/resources-for-physicians-during-covid-19/

https://www.albertadoctors.org/about/COVID-19