

COVID Talks for Docs #3

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

Zoom technical support
(+1.888.799.9666 ext 2)

Dr. Christine Luelo
Dr. Janet Craig
Dr. Brad Bahler

Dr. Heidi Fell
(Moderator)



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.

Land Acknowledgment

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.



Presenter Disclosure

- 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.

Session Overview

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

Presentation & Roundtable Discussion

Infection Prevention and Control in a Clinic Setting

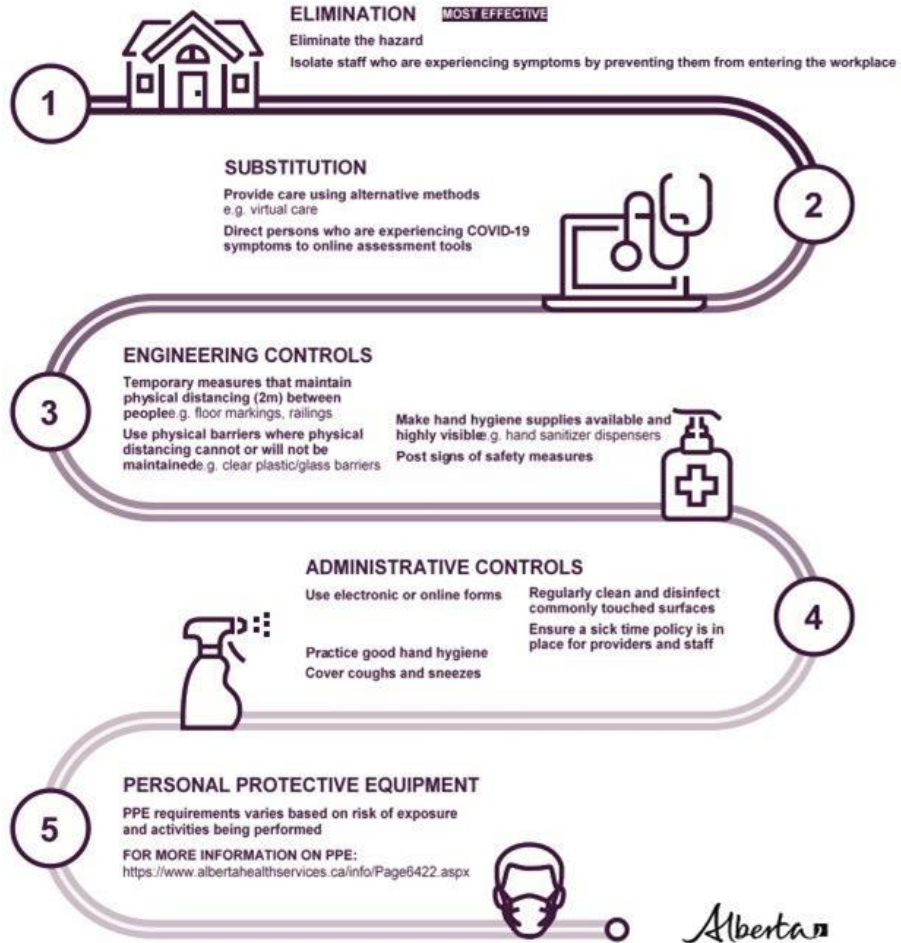


Substitution/Virtual Care



COVID-19 INFORMATION

WORKPLACE GUIDANCE FOR BUSINESS OWNERS



Substitution/Virtual Care

“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

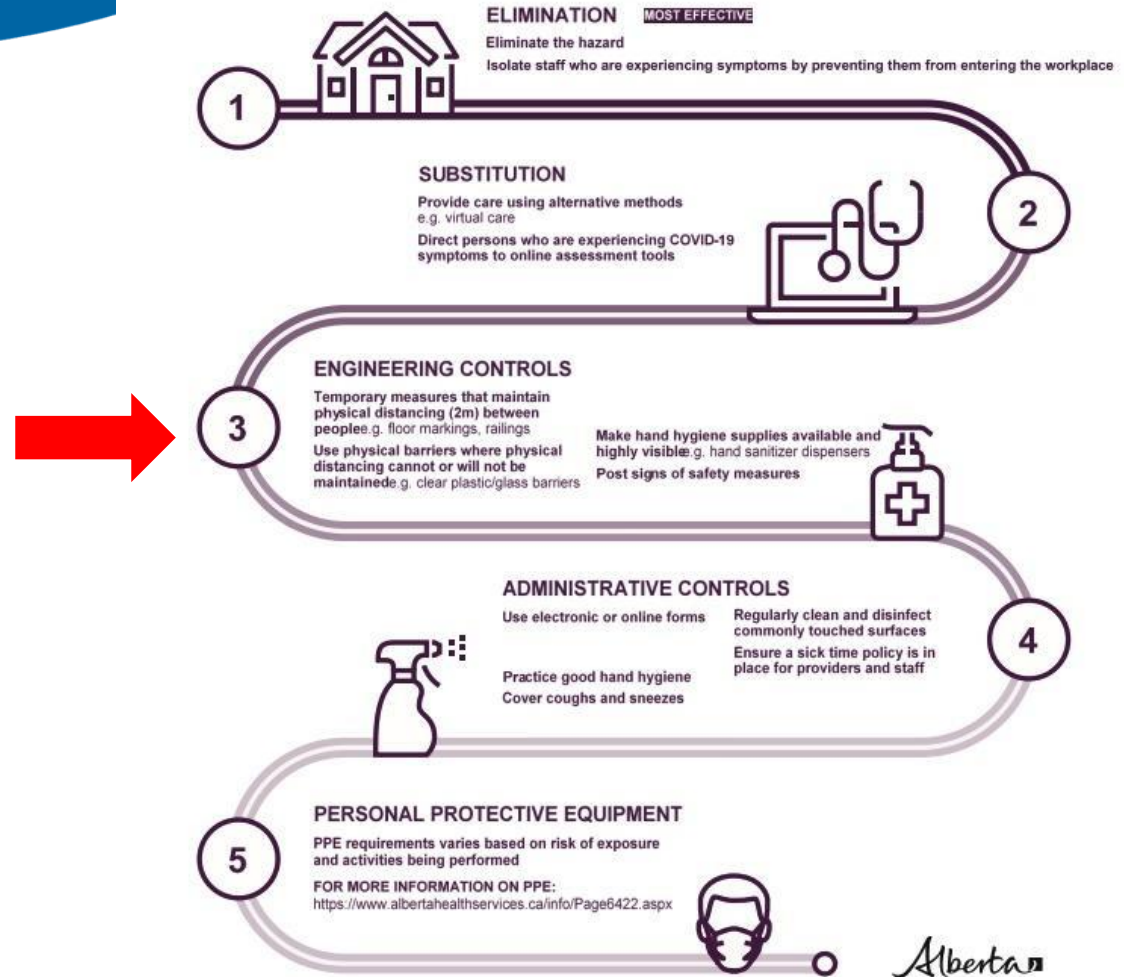
Substitution/Virtual Care

- 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

Engineering Controls

COVID-19 INFORMATION

WORKPLACE GUIDANCE FOR BUSINESS OWNERS



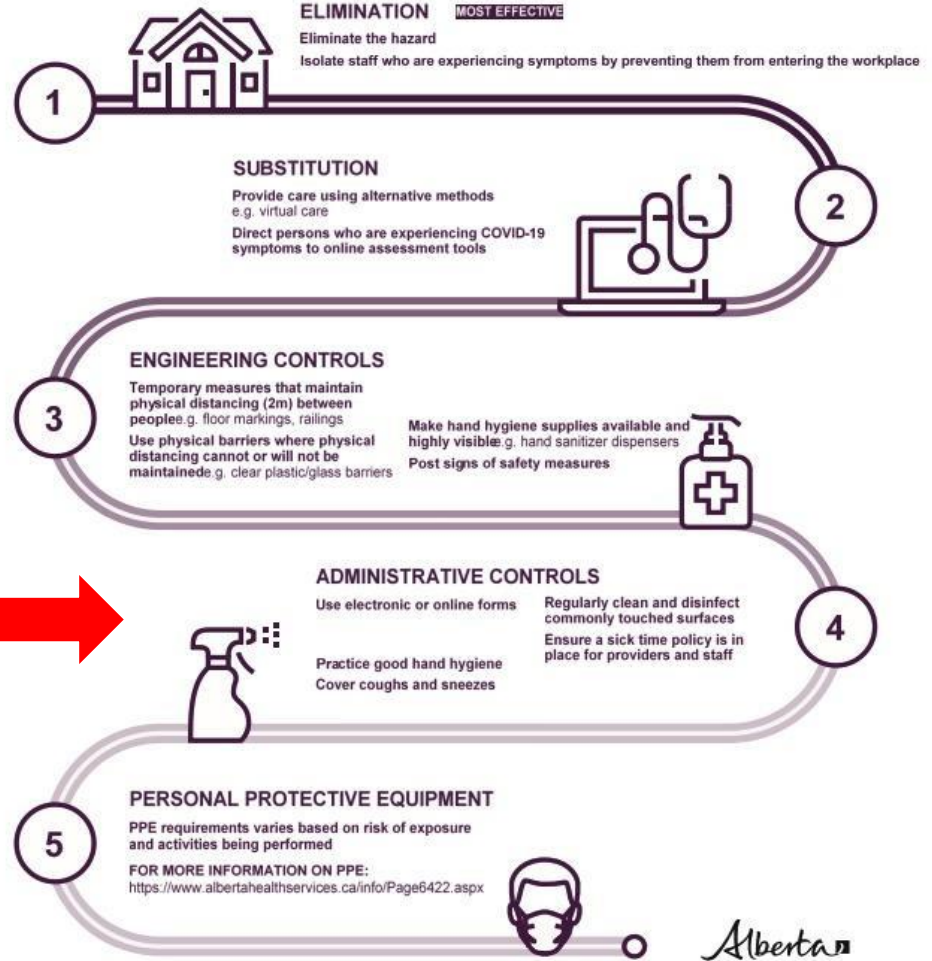
Engineering Controls

- 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

COVID-19 INFORMATION

WORKPLACE GUIDANCE FOR BUSINESS OWNERS



Alberta

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!

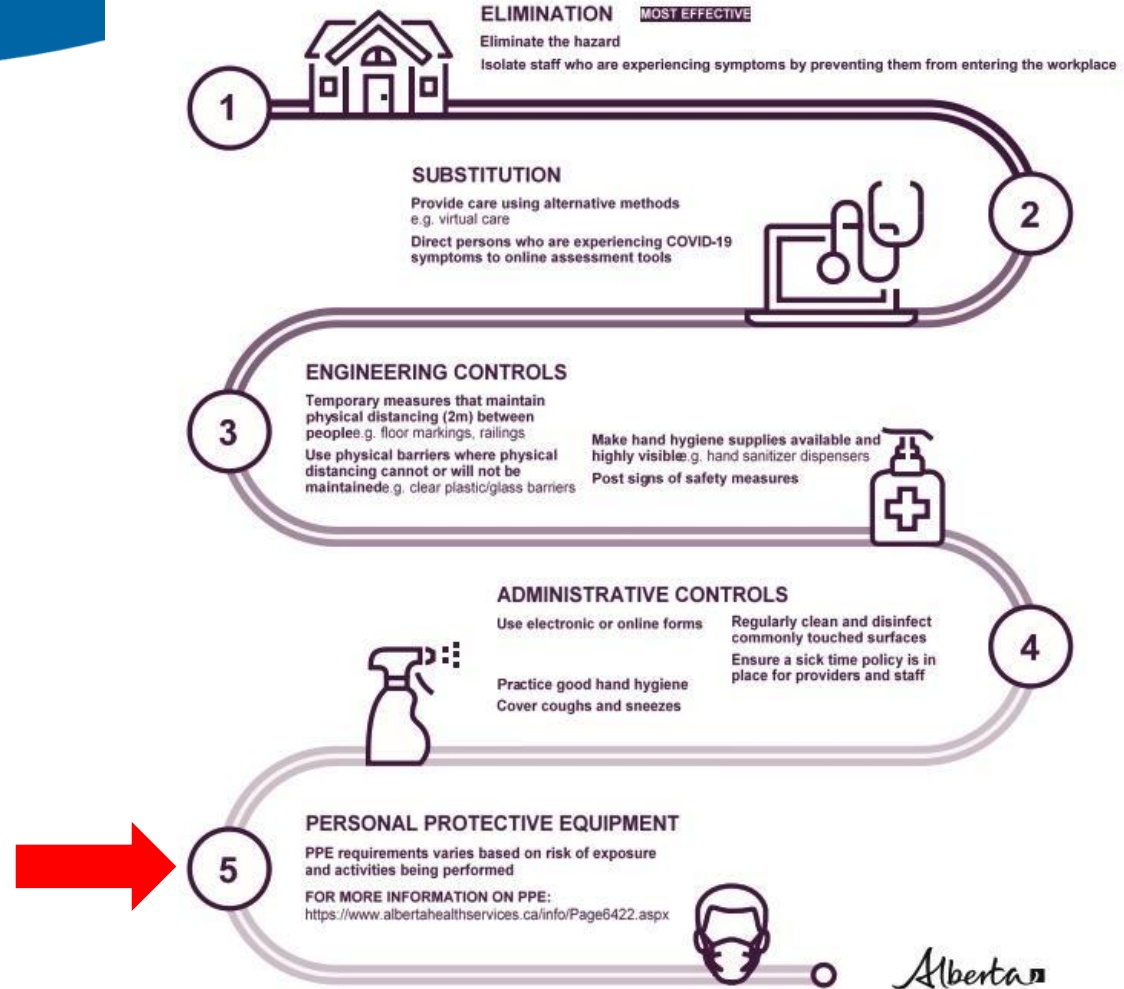
Administrative Controls

- 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

Personal Protective Equipment

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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!

Safety in Your Office

There's nothing more important
than our good health - that's our
principal capital asset.

Arlen Specter

 BrainyQuote



Contact Information for Patients with Red Flags

RAAPID phone numbers:

- North of Red Deer: 1-800-282-9911.
- 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>

Questions and Answers



Evaluation Link

<https://interceptum.com/s/en/RC12162020>



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>