

# General practice readiness

## COVID-19 checklist

This checklist is designed as a support tool for COVID-19 practice readiness for general practices in the Brisbane North region. Links included in this document are current at the time of resource development (or most recent update). If any of the links are no longer correct please notify us at [covid19@brisbanenorthphn.org.au](mailto:covid19@brisbanenorthphn.org.au)

If you would like further support to respond to the COVID-19 pandemic in your general practice, please contact your Primary Care Liaison Officer at Brisbane North PHN on 07 3630 7300.

COVID-19 process/protocol		Comments
1. Practice has a current pandemic plan <b>Last review date:</b> <ul style="list-style-type: none"><li>○ <a href="#">RACGP Pandemic guide</a></li></ul>	<input type="checkbox"/>	
2. The practice knows where to access up-to-date information and a clear process to ensure regular updates are disseminated to practice staff: <ul style="list-style-type: none"><li>● local fever clinic details</li><li>● up-to-date testing and triage protocols</li><li>● Qld and Federal health department updates</li><li>○ <a href="#">Health Pathways</a> Username: <b>Brisbane</b> Password: <b>North</b></li><li>○ <a href="http://www.brisbanenorthphn.org.au">www.brisbanenorthphn.org.au</a></li><li>○ <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></li><li>○ <a href="http://www.health.gov.au">www.health.gov.au</a></li><li>○ <a href="#">Subscribe to Brisbane North PHN email updates here</a></li><li>○ <a href="#">Refugee Health Network COVID-19 information</a></li></ul>	<input type="checkbox"/>	<b>Hot tip:</b> Allocate a staff member to the role of accessing up-to-date information every day and distributing to the rest of the practice

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North Lakes QLD 4509  
PO Box 929 North Lakes QLD 4509  
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<p>3. The practice has key contacts relating to COVID-19 readily available for staff</p> <p><b>For clinical advice:</b> Metro North Public Health Unit (PHU) 07 3624 1111</p> <p><b>For practice support and requests for masks:</b> Brisbane North PHN <a href="mailto:covid19@brisbanenorthphn.org.au">covid19@brisbanenorthphn.org.au</a> PCLO details:</p> <p><b>For employers:</b> COVID-19 Work Health and Safety Hotline 1300 005 018 Visit: <a href="https://business.qld.gov.au/running-business/whs">business.qld.gov.au/running-business/whs</a></p>	<input type="checkbox"/>	<p><i>Hot tip: Print and laminate key contacts and have them at all the computer stations</i></p>
<p>4. Practice has a regular meeting to share information and understands COVID-19 procedures within the practice</p>	<input type="checkbox"/>	<p><i>(When are the meetings and who attends?)</i></p>
<p>5. Practice has reviewed and put in place policies and procedures for infection control and these are readily accessible by all staff in the practice.</p> <p>Consider the following:</p> <ul style="list-style-type: none"> <li>• patient flow concerns</li> <li>• vulnerable patient populations</li> <li>• workforce cross infection issues</li> <li>• mechanism for daily monitoring</li> </ul> <p><b>The Department of Health has created an online infection control training course, please <a href="#">click here</a> to register and complete. Encourage all staff to do so.</b></p> <p><a href="#">COVID-19 Environmental cleaning and disinfection principles for health and residential care facilities.</a></p>	<input type="checkbox"/>	<p><i>Hot tip: arrange waiting room to allow for physical distancing of patients</i></p>

<p>6. Practice has standard operating procedures for managing triage and the waiting room including appropriate triage by reception and all staff are confident in this process.</p> <ul style="list-style-type: none"> <li>• The <a href="#">COVID-19 Symptom Checker</a> can be used as a triaging tool in practice e.g. receptionists can use the questions to triage patients over the phone</li> <li>• For the most up-to-date pathway for suspected COVID-19 patients, please visit: <a href="#">Health Pathways</a> Username: <b>Brisbane</b> Password: <b>North</b></li> <li>• <a href="#">GP Assessment and management of patients with suspected COVID-19</a></li> <li>• <a href="#">National COVID-19 Clinical Evidence Taskforce Living Guidelines</a></li> </ul>	<input type="checkbox"/>	<p><i><b>Hot tip:</b> Triage guides should be updated daily due to the frequent changes in advice.</i></p>
<p>7. Practice has processes in place to conserve PPE</p> <ul style="list-style-type: none"> <li>• Referring patients appropriately to fever clinics who are equipped</li> <li>• Taking advantage of MBS telehealth item numbers</li> <li>• Keeping PPE secured from the general public</li> </ul> <ul style="list-style-type: none"> <li>○ <a href="#">Guidance on infection control and use of PPE in general practice during COVID-19</a></li> <li>○ <a href="#">How we're managing PPE supply</a></li> <li>○ <a href="#">RACGP Videos: Using PPE and hand sanitising</a></li> <li>○ <a href="#">Department of Health: How to fit and remove a surgical mask (poster)</a></li> <li>○ <a href="#">Department of Health: How to fit and remove a protective gown (poster)</a></li> <li>○ <a href="#">AMA Guide to Transmission and Personal Protective Equipment (PPE)</a></li> <li>○ <a href="#">List of PPE Suppliers</a></li> </ul>	<input type="checkbox"/>	<p><i><b>Hot tip:</b> Ensure nursing <b>and</b> reception staff have viewed RACGP Video on "how to use personal protective equipment".</i></p>
<p>8. Practice is using telehealth item numbers to consult patient as per the MBS guidelines</p> <ul style="list-style-type: none"> <li>○ <a href="#">MBS Online – information on telehealth item numbers</a></li> <li>○ <a href="#">RACGP telehealth video consultations guide</a></li> <li>○ <a href="#">RACGP telehealth templates and factsheets</a></li> <li>○ <a href="#">RACGP telephone consultations with patients requiring an interpreter</a></li> </ul>	<input type="checkbox"/>	

<p>Brisbane North PHN is able to provide a complimentary license to <a href="#">Healthdirect Video Call Service</a> until September 2020. For more information or to register email <a href="mailto:healthdatapoint@brisbanenorthphn.org.au">healthdatapoint@brisbanenorthphn.org.au</a></p>		
<p>9. Practice has implemented Winter Wellness guide to support vulnerable patients and reduce likelihood of hospital admissions.</p> <ul style="list-style-type: none"> <li>○ <a href="#">Winter Wellness Guide</a></li> </ul>	<input type="checkbox"/>	
<p>10. The practice has considered how they will manage flu clinics</p> <ul style="list-style-type: none"> <li>○ <a href="#">COVID-19 flu clinic resources for general practices</a></li> </ul>	<input type="checkbox"/>	
<p>11. Practice has policies and procedures in place for staff who may have to self-isolate or quarantine including Clinical and HR issues</p> <ul style="list-style-type: none"> <li>○ <a href="#">Advice about implications for practices if a team member tests positive for COVID-19</a> Answers provided by the QLD Public Health Incident Management Team (IMT) on 2/4/2020</li> <li>○ <a href="#">Coronavirus and Australian workplace laws</a></li> <li>○ For information relating to management of clinical issues relating to COVID-19 please call <b>Metro North Public Health Unit (PHU) 07 3624 1111</b></li> </ul>	<input type="checkbox"/>	
<p>12. Consumers have access to evidence based information (including self-isolation/quarantine protocols)</p> <ul style="list-style-type: none"> <li>○ <a href="#">Australian Government COVID-19 consumer resources</a></li> <li>○ <a href="#">Australian Government COVID-19 campaign resources</a></li> <li>○ <a href="#">Aboriginal and Torres Strait Islander COVID-19 resources</a></li> <li>○ <a href="#">COVID-19 posters available in community languages</a></li> <li>○ Multicultural Connect Line 1300 079 020 – support &amp; Information to find aid, assistance and mental health services in your language</li> </ul>	<input type="checkbox"/>	<p><i>Hot tip: Play the Government campaign video's on your display TV or develop some key messages to distribute via email, SMS or the practice's on hold message</i></p>

<p>13. The practice has considered the financial support measures available to general practice</p> <ul style="list-style-type: none"> <li>○ <a href="#">COVID-19: Financial support measures for general practice resource</a></li> <li>○ <a href="#">RACGP Practice Tools: Financial assistance for practices</a></li> </ul>	<input type="checkbox"/>	
<p>14. The practice has considered staff wellbeing including mental health support</p> <ul style="list-style-type: none"> <li>○ <a href="#">RACGP GP Support Program</a></li> <li>○ <a href="#">Nurse and Midwife Support</a></li> <li>○ <a href="#">COVID-19 Beyond Blue Mental Wellbeing Support</a></li> <li>○ <a href="#">Head to Health – COVID-19 Support</a></li> </ul>	<input type="checkbox"/>	
<p>15. The practice is accessing the following programs to support patients health and wellbeing</p> <ul style="list-style-type: none"> <li>○ <a href="#">Boost your Healthy during COVID-19</a></li> <li>○ <a href="#">Team Care Coordination</a></li> <li>○ <a href="#">My health for life</a></li> </ul>	<input type="checkbox"/>	
<p>16. The practice is aware of COVID-19 malicious cyber activity</p> <ul style="list-style-type: none"> <li>○ <a href="#">Australian Cyber Security Centre</a></li> </ul>	<input type="checkbox"/>	
<p>17. Is there anything additional or unique to the practice that needs addressing?</p>	<input type="checkbox"/>	