COVID-19 Case Identification and Client Flow: Health Centres and Nursing Stations

It is best practice to schedule visits for clients and conduct a Risk Assessment over the phone prior to booking appointments. Please see the FNHA Risk Assessment Screening Script for clinics.

Reminders for facilitating client flow through your Health Centre or Nursing Station:
- Ensure a warning sign about respiratory symptoms is posted at the entrance to the health care facility, and ensure hand sanitizer and medical masks are readily available. [Warning Sign](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing)
- Client must don medical mask upon entering Health Centre or Nursing Station
- Ensure donning instructions for medical masks are posted for clients. [How to Wear a Medical Mask Poster](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing)
- Ensure that waiting areas for clients accommodate physical distancing.
- Ensure health care workers (HCWs) are aware of appropriate Personal Protective Equipment (PPE) [donning](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing) and [doffing](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing) steps for Droplet and Contact Precautions

### High risk screening for COVID-19
1. Staff maintain appropriate physical distancing from client; ask client to perform hand hygiene. Client must don a medical mask.
2. HCW dons PPE for droplet and contact precautions (gloves, gown, medical mask, eye protection) according to guidelines. Client is escorted to a private room, a designated COVID-19 waiting area, or a waiting area where a space of at least 2 metres between clients can be ensured.

### Low risk screening for COVID-19
1. Prior to providing care, don universal PPE (required when interacting within a 2 metre distance of clients) according to guidelines. This consists of wearing a medical mask. Eye protection (face shield/goggles) as per Point of Care Risk Assessment (PCRA). Please refer to “An Interim Guide to Using Personal Protective Equipment.”
2. Don additional PPE as per employer requirements based on care plan.

Please refer client for testing if client meets the criteria as per BCCDC found at: [http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing)

### PROVIDE CARE
1. Provide routine care or escalate level of care based on triage assessment.
2. Provide information on [self-isolation](http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing) and review with client and support persons, as required.
3. Ensure that the client knows to call 811 or their family doctor or nurse practitioner if symptoms worsen.

### WHEN CARE IS COMPLETE
1. If client is going home, escort client through alternate route if available; not through waiting area. Ensure client and support person are wearing medical masks.
2. Ensure clinic room door is kept closed. Client areas must be terminally cleaned prior to next client.
3. Doff PPE according to guidelines in an area where risk of re-contamination is low.
4. Eye protection and other equipment must be thoroughly cleaned and disinfected using disinfectant wipes prior to re-using, if re-use is indicated.

If at any time, the client requires a higher level of care and will be referred or transferred to another health care facility, provide early notification alternate health care facility (i.e. ER) and/or PTN re: COVID-19 related symptoms.

Call PTN1-866-233-2337 and Press 1 for LLTO - State Suspected COVID-19 (Coronavirus)

If you have questions about this flow, please email [cdmgmt@fnha.ca](mailto:cdmgmt@fnha.ca) or call toll-free: 1-844-364-2232 (Option 3)
# COVID-19 Case Identification and Client Flow:
## Health Centres and Nursing Stations

## Communicable Disease Contact Information for BC Regional Health Authorities:

### Vancouver Coastal Health-
- CD Nurses and CD EHOs
  - Toll Free: 1-855-675-3900
  - T: 604-675-3900
  - Fax: 604-731-2756
  - MHO on call
  - After Hours only: 604-527-4893

### Interior Health-
- Central CD Unit- CD Specialists (EHOs/PHNs)
  - Toll Free: 1-866-778-7736
  - Fax: 250-549-6310
  - cdunit@interiorhealth.ca
  - MHO on call
  - After Hours Only: 1-866-457-5648

### Fraser-
- Central CD Program: CDPHNs and CDEHOs
  - T: 604-507-5484
  - Toll Free: 1-866-990-9941
  - Fax PH Nursing: 604-507-5439
  - Fax CD EHO: 604-476-7088
  - cdphns@fraserhealth.ca
  - MHO on call
  - After Hours Only: 604-527-4806

### Northern Health-
- Central CD Reporting Unit
  - Toll Free: 1-855-565-2990
  - Fax: 1-250-649-7071
  - centralkdhub@northernhealth.ca
  - MHO on call
  - After Hours Only: 250-565-2000

### Island Health
- North Island CD Nurses & CD Program Coordinator
  - Victoria
  - T: 250-388-2225
  - Toll free: 1-866-665-6626
  - MHO on call
  - After Hours Only: 1-800-204-6166

- Central Island CD Nurses & CD Program Coordinator
  - Nanaimo
  - T: 250-740-2615
  - Toll Free: 1-866-770-7798

- South Island CD Nurses & CD Program Coordinator
  - Courtenay
  - T: 250-331-8555
  - Toll Free: 1-877-887-8835

### First Nations Health Authority-
**Note:** FNHA CD management team does not directly receive CD reports and cannot direct individual case follow-up.

### CD Management
- Toll Free: 1-844-364-2232
- Fax: 604-666-2029
- cdmgmt@fnha.ca
- No afterhours coverage
- Available on next business day

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FNHA CD Management Team | September 2021
Recommendations for Separate Room

Pre-identify a separate room, with a door, for patients who screen positive.
- For stable and/or moderately ill patients, designate single-bed, closed room with a dedicated washroom if possible, with closed door to hallway. If no single-room option, apply a 2-metre separation between beds with privacy curtains closed; do not share items between patients.
- For critically ill patients, designate Resuscitation Bay most distant from other patients

For all such rooms:
- Remove all non-essential equipment and furniture from rooms to minimize contamination
- Stethoscopes and other frequently used equipment to be left in designated room
- Chart, pens and wireless phones are prohibited in designated room
- Any equipment removed from room must be disinfected
- Room / Resuscitation Bay to be immediately terminally cleaned upon patient discharge

Additional Precautions

- Complete COVID-19 Readiness Assessment: Nursing Stations and Health Centers each shift found here
- Increase frequency of cleaning of high-touch areas with routine cleaning products
- When cleaning client rooms, please refer to the BCCDC Information Sheet on Air Settle/Clearance Times if an Aerosol Generating Medical Procedure was performed
- Clean hands before putting on and taking off procedure mask
- Additional precautions including N95 respirators with eye protections must be worn during aerosol-generating procedures (i.e. open suctioning of respiratory tract, intubation, bronchoscopy, cardio-pulmonary resuscitation)
- Avoid BIPAP (Bi-level Positive Airway Pressure) therapy
- Administer O2 without humidification