

# PATIENT INFORMATION

## How South City Health will Manage Covid in the Community

As @ January 2022

### Government Traffic Light System

GREEN – Business as usual – no restrictions

ORANGE – Business as usual – limiting waiting room chairs + masks

RED – Business as usual – with further restrictions on numbers in clinic

### SCH Triage System – following traffic light above

## RED

*All symptomatic patients will be presumed COVID+*

### Reception triage Questions

Do you have any cough, sore throat or other cold/flu like symptoms?

Have you been in contact with a known positive Covid case?

Have you been to a place of interest?

Are you vaccinated for Covid?

Are you able to wear a mask?

### GREEN

*If you have no symptoms & are vaccinated & able to wear a mask:*

Process:

- 1) Appointments booked as usual
- 2) Patients can wait in waiting room

### AMBER

*If you have no symptoms BUT are either unvaccinated OR unable to wear a mask:*

Process:

- 1) Appointments can be booked as usual
- 2) You will be asked to call or come into Reception & check in
- 3) You will then be asked to remain in your car / outside until the Clinician is ready
- 4) When the clinician is ready, the clinician will call & discuss / invite you in – reducing time you are in the clinic/waiting room and exposure (if it is necessary for you to be in clinic)

### RED

*If you ARE symptomatic in any way (including hayfever, sinus) OR have been in contact with a positive Covid case, OR have been to a place of interest:*

Process:

- 1) You will be put on an appointment book for a Dr to call you
- 2) This Dr will be able to direct treatment / medication (*This may not be your usual GP*)
- 3) If the Dr requires you to be seen in person – the Dr will book you in clinic with a Dr on-site **&** the isolation room
- 4) You will be directed to park around the back of the clinic & call reception to be checked-in
- 5) The Dr to gown up and see you either in the red room using the outside door or outside in your car if applicable
- 6) You will be directed NOT to go to reception or elsewhere until no longer symptomatic

Any prescription requests will be handled as remotely as possible ie, sent direct to the pharmacy to reduce numbers in the practice