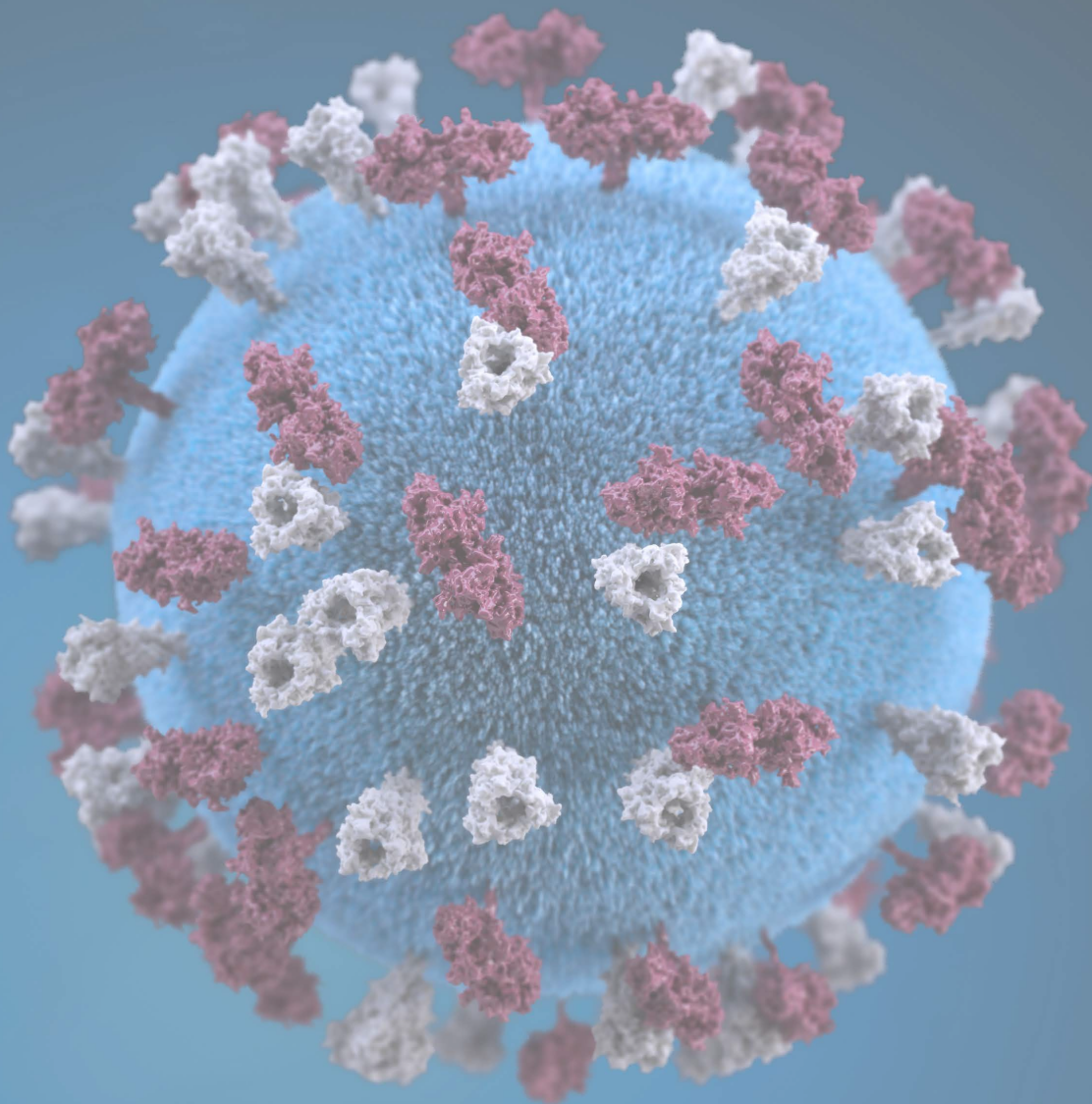


Western NSW Primary Care Respiratory Clinics

FAQ's

V1 May 2020



Western NSW Primary Care Respiratory Clinics

Western NSW Primary Health Network would like to provide information regarding the Government funded Respiratory clinics that are opening in our region. The Clinics are located and led by:

Available	Location	Address	Phone	Fax
Open Now M-F 12:30-16:30	Bathurst	Ochre Health, CSU Bathurst Building 1470 Panorama Avenue, Bathurst	02 6331 9444	02 6332 1962
Open Now M-W 9:00-1:00 Thurs 1:00-5:00	Cobar	Cobar Primary Health Care Centre 24 Harcourt Street, Cobar	02 6836 5000	02 6836 1274
Open Now M-F 8:30-12:30	Cowra	Cowra Medical Associates 165-169 Kendal Street, Cowra	02 6341 1400	02 6341 1400
Open Now M-F 8:00-17:00	Dubbo	Dubbo Medical & Allied Health Group 183 Brisbane Street, Dubbo	02 6815 9900	02 6884 4176
Open Now 7 Days 9:00-1:00	Mudgee	South Mudgee Surgery 11 Nicholson Street, Mudgee	0417 072 652	02 6372 6617
Open Now M-F 8:00-17:00 Closed 12:00 -13:00	Orange	Bloomfield Medical Group 1521 Forest Rd, Orange	02 5335 6666	02 5335 6688

What is a Primary Care Respiratory Clinic (PCRC)?

These are GP led private practice respiratory clinics that will be established to provide dedicated primary care to people with mild to moderate COVID-19 symptoms, in addition to services available within public hospitals and general practices.

They will provide a well-equipped facility to safely assess, test and treat patients with respiratory conditions. Respiratory clinics will reduce the risk of further transmission of COVID-19, help to optimise the use of available stocks of Personal Protective Equipment (PPE), and help reduce the pressure on hospital emergency departments.

Who is responsible for the PCRC?

Each clinic has a local General Practice or Aboriginal Medical Service taking the lead on the initiative.

Who will work in the PCRC?

The clinics are GP led and local clinicians are working together across practices to care for patients in the region with respiratory conditions. Training will be provided to the staff on infection control and patient management procedures to ensure safety of those working there. They will also undertake cultural safety training to ensure that care of Aboriginal and Torres Strait Islander people is done in a culturally safe way.

What is your risk of contracting COVID-19 whilst working in a respiratory clinic?

The clinics will have access to full PPE and will operate within the NSW Health Guidelines and work to an RACGP accreditation standard. The risk is comparable to working in any frontline clinical space. All suspect cases will be appropriately isolated on arrival to the clinic and the treating clinician will be wearing full PPE.

Current CDNA guidelines consider health care workers who have direct interaction with confirmed COVID-19 cases while wearing appropriate PPE to not be at increased risk of contracting COVID-19.

What is the difference between a Respiratory Clinic and a Hospital Fever Clinic?

Fever Clinics have been established in some of our Western and Far Western facilities across our region to safely manage and test patients with possible COVID-19. We have been working in partnership with the Western and Far Western NSW Local Health Districts to ensure that the establishment of the PCRC compliments the existing services and increases the capacity across the region to care for patients with respiratory symptoms as we enter the winter period. The services are complimentary in the centres that both services exist

(Bathurst, Dubbo & Orange) and are also being established in some towns with no existing Fever Clinic. Refer to the referral guide as to how to refer a patient to the respiratory clinics.

Western Primary Care Respiratory Clinics

How do practices refer patients or how can patients make an appointment?

Patients can make an appointment by phoning, faxing, secure email for each clinic will be available on our website.

Patients are being advised to contact their general practice first and organise a telehealth/telephone appointment with their regular provider and then if the practice feels that the patient has:

1. Had exposure to COVID-19 with mild-moderate fever or respiratory symptoms including cough, runny nose, fever and sore throat and requires triage and testing OR
2. If you are also concerned that the patient has respiratory symptoms needs a GP assessment the clinic is a safe place for patient assessment outside of the general practice and hospital setting.

At the clinic symptomatic respiratory cases can be seen, swabs taken and treated without the risk of spreading COVID-19 or other respiratory illnesses to other vulnerable patients and you can refer them on to the clinic for an appointment.

You can find referral templates at https://www.wnswphn.org.au/coronavirus/gp_information a referral will assist the clinic to care for your patients. This can be faxed to the clinic on the numbers provided

How will I get information about one of my patients who has attended a fever clinic?

A summary of the contact with the patient will be provided to the regular practice as well as any pathology results if you are their nominated GP

Once the patient attends the clinic they will be treated for the presenting respiratory condition, swabbed in line with NSW Health COVID-19 testing guidelines where appropriate, provided with advice on appropriate quarantine period and advice for follow up with their regular service once it is safe to do so. Their regular provider will receive the results and summary of care from the respiratory clinics.

What if the patient has severe symptoms?

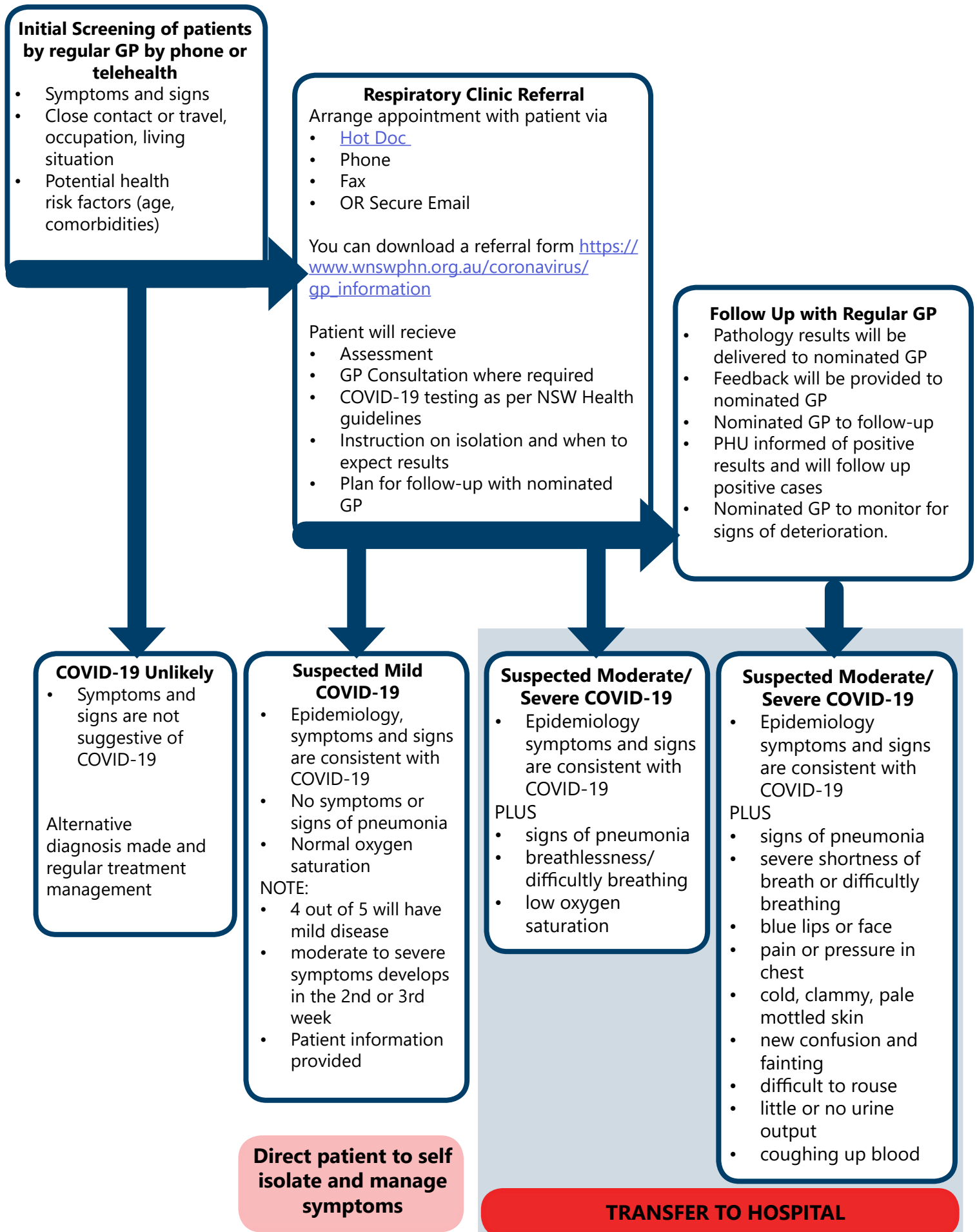
If the person needing an appointment has severe symptoms then the hospital is the most appropriate place for referral. If they display any of these symptoms:

- significantly increased respiratory rate or difficulty breathing
- pain on breathing
- confusion
- skin feels unusually cold and sweaty, patchy discoloration or excessively pale skin
- central or crushing chest pain
- unconsciousness or suffering a seizure (fit)

Then call triple zero (000) and ask for an ambulance.

Referral Pathway & Resources

https://www.wnswphn.org.au/coronavirus/gp_information



My COVID-19 Health Check

Questions and Support

Mental Health Support 1800 512 348 | COVID-19 Hotline 1800 020 080 | Health Direct 1800 022 222 | Interpreter Services 13 14 50

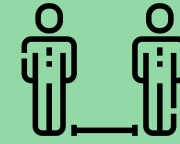


I am well and don't feel sick
No contact with any confirmed cases of COVID-19

Protect yourself and others



Practise good hygiene



Practise physical distancing



Stay home if you can



I am sick
Not sure of contact with any confirmed cases of COVID-19



Fever



Sore throat



Cough or shortness of breath

What you should do?

1. Self isolate.
2. Arrange an appointment with your GP.
3. Visit [Healthdirect COVID-19 Symptom Checker](#).
4. With your referral from your GP book an appointment at a respiratory or fever clinic in your local area through [NSW Health](#) or book with [Hot Doc](#).

To get to my appointment

- Travel in your own car or a private car drive by a family member or an existing close contact. Do not travel by public transport, taxi or ride-share.
- Wear a surgical mask. If unavailable, ask for one immediately when you arrive



IN AN EMERGENCY

Call Triple Zero (000) if you are having difficulty breathing or shortness of breath at rest.

phn
WESTERN NSW

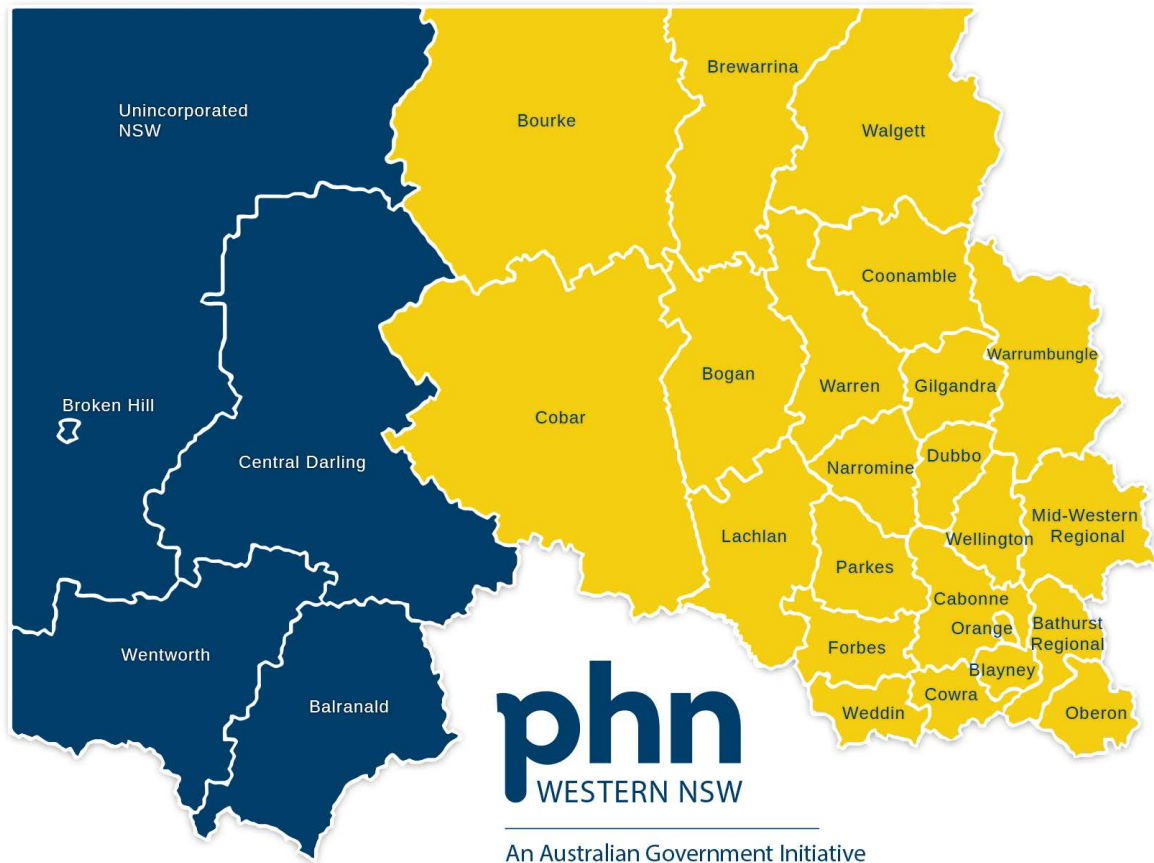
An Australian Government Initiative

Western NSW Primary Care Respiratory Clinics

About Western NSW Primary Health Network

Western NSW Primary Health Network (WNSW PHN), is one of 31 Primary Health Networks across Australia, established to support frontline health services and increase the efficiency and effectiveness of primary health care.

Our focus is patients who are at risk of poor health outcomes and working to improve the coordination of their care, so they receive the right care in the right place at the right time. We work closely with key stakeholders including general practice, other health care providers, Local Health Districts, hospitals and the broader community to align services with the health needs of the region.



Western NSW Primary Health Network
1st Floor 187 Brisbane Street Dubbo NSW 2830
www.wnswphn.org.au
1300 699 167