Referral Guide: COVID-19 Treatment Option, Assessment Appointment, Mobile Testing or Homebound Vaccination

WRHA has set up a central number that designated Referral Sources can use to refer patients for COVID-19 Treatment, Assessment, Mobile Testing or Homebound Vaccination.

Patients must meet the criteria for any of the service models before referral can happen.

<table>
<thead>
<tr>
<th>Designated Referral Sources:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Primary Care Provider or Delegate</td>
</tr>
<tr>
<td>• Public Health Nurses</td>
</tr>
<tr>
<td>• Urgent Care (UC)/Emergency Department (ED)</td>
</tr>
<tr>
<td>• Alternate Isolation Accommodation Staff</td>
</tr>
<tr>
<td>• Home Care Case Coordinators</td>
</tr>
<tr>
<td>• Virtual COVID Outpatient Program</td>
</tr>
</tbody>
</table>

COVID-19 Treatment Option Eligibility Criteria:
- 18 years of age or older
- Positive COVID-19 test
- Symptom onset within last 7 days (5 days for Oral Antivirals)
- Mild to moderate symptoms (i.e. do not require supplemental oxygen (above their baseline), intravenous fluids, or physiologic support; hospital admission or referral to Emergency Department for COVID-19 evaluation for hospital admission NOT imminently required)
- **For Oral Antivirals Only**: Recent serum creatinine test (must be within the last 6 months. Note exception on referral form)

If above eligibility requirements met, Referral Source should review and complete applicable sections within the "COVID-19 Oral Antivirals and Monoclonal Antibody Treatment Referral Form".

COVID-19 Assessment Appointment (In-Clinic) Eligibility Criteria:
- COVID-19 positive patient with respiratory symptoms for in-person assessment but not needing UC/ED
- COVID-19 positive patient with primary care needs (not respiratory) that requires an in-person assessment
- Patient that is not known to be COVID-19 positive but requires an in-person assessment due to influenza-like illness or other respiratory symptoms

Note: Primary Care Clinics offering Assessment Appointments should book those patients belonging to that Home Clinic with their regular provider using standard workflows rather than redirecting through the COVID-19 Response Unit.

Access to assessment and treatment planning for COVID-19 positive patients is available seven 7 days/week **by appointment only** within:
- Access Winnipeg West (280 Booth Drive)
- Access Fort Garry (135 Plaza Drive)
- Access River East (975 Henderson Highway)
• Access Transcona (845 Regent Avenue West)
• Centre de Sante Saint-Boniface (2nd floor-170 Goulet Street; within Access Saint-Boniface)
• NorWest Co-op Community Health Centre (785 Keewatin Street; within Access NorWest)
• Klinic Community Health Centre (167 Sherbrook Street)

COVID-19 Mobile Testing Eligibility Criteria:
• Bedbound
• Homebound - Individuals who are **unable** to go to a Community Testing or Assessment Site. A trip of an hour or more outside the home would be detrimental to client and/or their caregiver.
• Individuals residing within Alternative Isolation Accommodations (AIA) and/or Supportive Housing
• Lives alone or has limited social supports and:
  o Is immunocompromised (excluding people who can drive through a Testing Site); OR
  o Has impaired mobility – unable to transfer on their own; OR
  o Does not have the ability to adhere to public health safety measures (i.e. unable to wear a mask)
• A patient must have a phone or contact person in order to be referred for a COVID-19 Mobile Test
• If transport to a testing site is not possible, Mobile COVID-19 Testing could be an option to an individual who is homeless

COVID-19 Homebound Vaccination Eligibility Criteria:
• Based on current eligibility criteria for the available COVID-19 vaccine
• Homebound - Individuals who are **unable** to go to Prescriber office, Pharmacy or COVID-19 immunization site. A trip of one hour or more outside the home would be detrimental to the client and/or their caregiver.
• Lives alone with limited social supports and:
  o Is immunosuppressed (Refer to Public Health Fact Sheet on Information for Individuals who are immunosuppressed – see link below); OR
  o Has impaired mobility – unable to transfer on their own; OR
  o Does not have the ability to adhere to public health safety measures (i.e. unable to wear a mask)

Booking an Appointment through the COVID-19 Response Unit:
Referral Source is to contact the COVID-19 Response Unit with any request for COVID-19 Treatment, Assessment (for booking appointments only, not clinical triage), Mobile Testing or Homebound Vaccination.

Appointment requests involve:
• A phone call to the COVID-19 Response Unit at 204-926-7071
  o Information required includes (if applicable):
    ▪ Patient demographics
    ▪ Referral Source contact name/phone number
    ▪ Clinical question/reason for referral
    ▪ Date of symptoms/change in symptoms
    ▪ Same day or next day appointment
    ▪ In-clinic, home visit, or virtual appointment (for Alternate Isolation Accommodation only)
    ▪ Patient’s pharmacy of choice (if known)
    ▪ Transportation if required (COVID-19 Response Unit to coordinate)
  o If the patient does not have a phone, Referral Source is to keep them on the phone while contacting the COVID-19 Response Unit in order to relay appointment information
• A follow-up fax to the COVID-19 Response Unit at 204-940-1978
  o Information required includes:
    ▪ Applicable documentation to support the patient in their primary care journey including any supporting documentation (i.e. reason for episodic care, concern, what is vital to transfer, SAFT, Monoclonal Antibody Treatment Referral Form, etc.)
Current COVID-19 information can be found via the Shared Health website: https://sharedhealthmb.ca/covid19/providers/

Information for Individuals who are Immunosuppressed and/or have an Autoimmune Condition: https://www.gov.mb.ca/asset_library/en/covidvaccine/immunisuppressed-autoimmune-vaccine-factsheet.pdf

Questions should be directed to the COVID-19 Response Unit at 204-926-7071 or via email covidresponseunit@wrha.mb.ca