General Practice COVIDMonitor User Guide

Version 1.2

30-11-21

Contents

General Practice User Guide 30-11-21 V1.2   Version: 1.2 | Approval Status: Draft   Date Approved: 5 June 2017 | **Uncontrolled when printed**   Date Printed: 30 November 2021

Page 2 of 13

What is COVIDMonitor

COVIDMonitor is a secure, online portal that allows you to view all of the patients enrolled in the model from your practice in one, clear dashboard. Data is secured, in country, protected by MS Azure policies. Further, 2FA and role-based permissions are used to regulate access and visibility.

COVIDMonitor has self-reporting symptom monitoring for patients that will reduce the burden on GPs needing to call patients every 2 days.

COVID Monitor has the ability for practices to:

- View a list of COVID-19 positive patients associated with your practice, those in low-risk GP care but also visibility of those in the medium and high risk

- See individual patient details including timelines (swab date etc) and symptom history

- Set up scheduled follow up if required

- Request discharge from program

- Enter symptoms on the patient record as part of your consultation (a PDF is available for upload into your clinical documentation system or you can cut and paste directly into clinical notes). View patient reported symptoms (if a patient chooses to enter them – they are sent a daily reminder)

System requirements

COVIDMonitor can only be accessed via the following browsers:

- Chrome
- Microsoft Edge

Login requirements (user registration)

All practices in the NWMPHN region are registered to use COVIDMonitor. Accounts have been set up for each practice using the practice email.

It is preferred that each person who will be using COVIDMonitor will have a unique log in. This makes it easier to track who in the practice has been interacting with the system and who is managing the patient.

To request a unique log in please contact covid@nwmphn.org.au

> **2 factor authentication is required to access the system. Following logging in, a unique pin will be sent to either a nominated email and/or mobile phone. Mobile phones are recommended to allow real time alerts to be sent.**

Details required to set up log ins.

- User name
- Practice name
- Email
- Mobile phone (not compulsory but preferred to allow for notifications).

How to log in

1. Login at covidmonitor.mh.org.au, using the details that were provided by the PHN.
2. Enter the initial password Melbourne2021

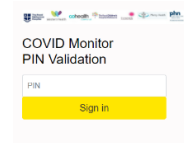3. Enter the pin that was sent to either the nominated email or mobile number

4. You must update your password via 'My details' section on the menu on your first log in. To open the menu click on the 3 lines at the top of the page.

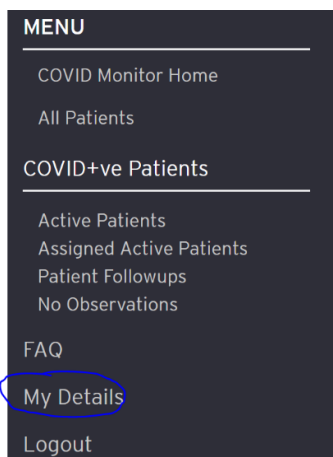5. Click on my details in the menu
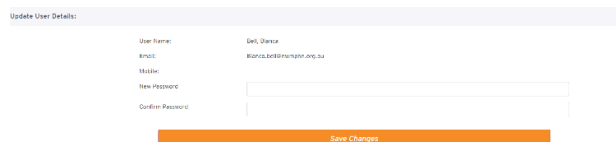
6. Select updated password

General Practice User Guide 30-11-21 V1.2   Version: 1.2 | Approval Status: Draft
Date Approved: 5 June 2017 | **Uncontrolled when printed**
Date Printed: 30 November 2021

Page 4 of 13

Reports/views available

Once signed in COVIDMonitor displays the *Assigned active patient* list.

The following reports and views are available. The reports that would be used most often by practice are underlined below.

All Patients:

- All Patients recorded in this instance of COVID Monitor were/are associated with the Practice (includes active and recently discharged)
- Irrespective of care pathway (high/medium/low)
- Can be used for historical lookup of Patient COVID Monitor history even if recently discharged
- *Use: for reference (historical)*

Active Patients:

- Patients that are on an active care pathway and are associated with the Practice (nominated by patient), but may not be under the care of the GP for COVID
- *Use: for reference to see how many patients associated with the practice are currently in a care pathway (low, medium or high)*

Assigned Active Patients:

- Patients that have been assigned to the practice to care for under the low risk pathway.
- *Use: to monitor COVID+ patients in care with the practice*

Patient Follow-ups

- Patients that require action (followups), whom have self-reported observations
- Appearance on list triggered by a number of factors:
  - scheduled follow up has been set and date met
  - Patient Priority has changed as a result of self-reported assessment rating of Moderate or Severe
  - Patient has flagged a social concern
  - Patient has not self-reported for the last 2 days (but has previously)
- The reason for follow up is included in the report
- *Use: as the daily action list for practice*
- *Recommendation: patients on this list to have a telehealth consultation.*
  - *Those with moderate risk – suggest follow up on the day or next day.*
  - *Severe risk – suggest same day follow up.*

No Observations

- Patients that require action (followups), whom have never self-reported observations (representing telehealth only)
- Appearance on list triggered by a number of factors:
  - scheduled follow up has been set and date met
- *Use as the daily action list.*
- *Recommendation: manage as per previous pathway (second daily check in via telehealth)*

All reports can be downloaded into a CSV file.

MENU

COVID Monitor Home

All Patients

COVID+ve Patients

Active Patients
Assigned Active Patients
Patient Followups
No Observations

FAQ

My Details

Logout

To view a patient's details click on the patient on the list to display the screen below.

Patient Details:		
Name	Marley, Bob	Contacted Patient
Trevi ID (UR)	BOB123 (WH12345)	Left Message/No Answer
DOB (age)	17/08/1964 (57)	
Phone	0420539737	Assessed, No Action
Address, Suburb, Postcode	55 Commercial Road, Melbourne, 3004 🔍	
Household Positive Insights (known)	Active: 1 / Total: 1	Send SMS
Intake Assessment	High	
Co-morbidities/Risk Factors	Cancer,Respiratory Disease,	Schedule Followup
Social/welfare/isolation Factors	Dependents: No / Housing Situation: No Concerns / Mood: Ok	
Language Info	Primary Language: English / Interpreter: No	Record notes
Refugee / Asylum Seeker	No	Request Clearance/Discharge
Aboriginal & Torres Strait Islander identity	No	
Model of Care	HITH	Requested No Text Messages
Care Pathway	Health Provider - Medium	Turn on SMS Reminders
Health Provider	Melbourne Health	
GP Practice	TEST Practice	
Clearance Requested	None	
		Record Patient Symptoms
Last Symptom Severity	MODERATE	
Expected Clearance Date	06/11/2021	Complete Intake Assessment
Last Login	25/10/2021	
Last Observation	25/10/2021	
Last Contact	NONE	
Scheduled Followup Date	29/10/2021	
Removed From Followup	NONE	
Deceased Flag	NO	

The timeline shows patients swab results, symptoms/alert, vital observations, clearance and history logs. You can see if the symptoms are clinical or patient self reported.

🔍

You can magnify the Patient's timeline using *ALT+ scroll* with the mouse to zoom in/out

Using COVIDMonitor

MENU
—————————————
COVID Monitor Home
All Patients
COVID+ve Patients
—————————————
Active Patients
Assigned Active Patients
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Logout

1. Go the Active Assigned Patient list.

2. Each time a patient has a telehealth session (either planned or in response to symptom reporting for follow up) GPs can use COVIDMonitor to report on patients progress, in the same way that a RED CAP survey was completed.

COVIDMonitor menu	Instructions
Contacted Patient **Left Message/No Answer** **Assessed, No Action**	**This section should be competed following each contact with the patient**
Send SMS	Resends the symptom monitoring SMS to the patient. Happens within COVIDMonitor nil additional requirements required from practice
Schedule Followup	Schedule follow up - You can use this prompt to schedule a follow up with the patient so they appear on your follow up list. You may want to also schedule a telehealth appointment in your practice system
Record notes	Optional field to add relevant notes. Does not replace usual clinical system documentation but can communicate to other team members who may be following up with patients
Request Clearance/Discharge	Click here if you are requesting clearance if the patient is ready for discharge
Requested No Text Messages	Patients in the low-risk pathway will automatically be part of the SMS self-reporting of symptoms. If the patient requests not to participate or you agree that they do not need this can be turned off here.
Turn on SMS Reminders	You can turn SMS reminders back on or patients here
Record Patient Symptoms	You can record patient symptoms here if you like following a telehealth consultation. Once you complete the symptom monitoring you can download a PDF of the recorded symptoms or copy to enter into your clinical system.

General Practice User Guide 30-11-21 V1.2   Version: 1.2   Approval Status: Draft   **Uncontrolled when printed**
Date Approved: 5 June 2017   Date Printed: 30 November 2021

Page 7 of 13

Notifications

to patients

- Patients will receive a notification when they are assigned to a practice and asked to make an appointment with the clinic for their initial assessment
- atients will receive a daily to complete their symptom monitoring surveys. If they don't complete, they will receive a reminder
- Patients will receive a notification when they put in symptoms (as outlined below) that are rated high asking them to call triple 000

to practices

- Practices will receive a notification when a patient identifies a severe symptom as outlined below:

Adults	Paediatric	Oximeter (if patient has one):
- Severe chest pain - SOB whilst sitting - Shakes/shivers - Dizzy to the point of passing out or almost passing out - Coughing blood	- Unrousable or sleeping all the time - Not eating/drinking - Breathing A lot faster/heavier than normal - Symptoms including fever > 3 days, rash, red eyes/tongue/lips, red hands/feet or swollen neck glands - Parent being very worried - Stridor or apnoea - Not urinating	- HR < 40 - HR > 120 - SPO <= 92

Practices are asked to check in with patients for who they receive a notification of severe symptom on the same day.

General Practice User Guide 30-11-21 V1.2   Version: 1.2 | Approval Status: Draft   Date Approved: 5 June 2017 | **Uncontrolled when printed**   Date Printed: 30 November 2021

Page 8 of 13

How to record symptoms in COVIDMonitor

1. Click on Record Patient Symptoms in the patient details screen
2. Complete the 21 questions using the drop down answers. The questions include physical symptoms, general mood, difficulty with isolating and personal safety issues. If the patient is asymptomatic you can click the asymptomatic button at the top that will pre-fill the questions with the correct responses

3.
4. Once you have answered all the questions, select 'Record Observations' and this will publish the symptoms in the Symptom History section. Remember to refresh your page.
5. A PDF will be created automatically (bottom left of your screen) so you can import this into your clinical system. , and avoid double. Alternatively, you can cut the text and paste directly into your clinical notes.
6. Once entered, the symptoms will be added to the symptom log a severity level assigned.

Documenting a contact/telehealth consult in COVIDMonitor

This section needs to be completed when you have contact with a patient.

1. Choose one of the following
   a. Contacted patient –Use to confirm you have spoken to the patient and whether they are stable, need to be clinically escalated or have a social issue
   b. Left message/no answer – if you have welfare concerns these can be raised here
   c. Assessed, no action – use to confirm that you have reviewed the symptom report and no action is needed at this stage. In this case patient has not been contacted but a clinical decision made.

Please note that escalation and processes for notifying not being able to contact a patient still occur outside of COVIDMonitor please refer to these sections.

Escalating a patient in COVIDMonitor

If you are concerned about a patient and need to escalate them to medium or high risk

1. Click on contact patient which will bring up the following menu
2. Click on *clinical escalation required. I will escalate as per escalation pathway.*
3. A pop-up box will appear with the numbers to call for escalation as per the RED CAP process.

For medium risk escalation needs to be done via phone to the local health service. Details below

For escalation to medium risk, contact local health service depending on region:

- RMH – 0447903049, MH-COVIDVirtualward@mh.org.au (8am to 8pm, 7 days per week)
- Mercy Health – 0408-462-284, covidnotification@mercy.com.au (10am to 6pm, 7 days per week)
- Western Health – Business hours 7 days per week 0478 951 547, from 1700-0730 7 days per week call 1300 229 656, WHCovid-19PositiveCarePathways@wh.org.au
- Djerriwarrh Health Services – HITH mobile 0429-025-511 (8am to 8pm), hith@djhs.org.au
- Royal Children's Hospital (03) 9345-2784 for general paediatric advice (9.00 am to 5.00 pm Monday to Friday, 8.00 am to 4.00 pm Saturday, 8.00 am to 12.00 pm Sunday). After hours contact HITH Consultant via RCH switchboard on (03) 9345-5522

Escalation to high risk –if the patient requires immediate review organise ambulance transfer and advise COVID-19 positive patient. If the patient requires escalation to high risk but not an emergency contact the COVID Registrar on call via RMH switch 9342 7000 who can arrange transport.

Please confirm, you have spoken with the patient and have determined:

No escalation required, continue to monitor

Clinical escalation required. I will escalate as per escalation pathway

Social Welfare Escalation required, I will escalate

Cancel

Discharging a patient in COVIDMonitor

If you determine that the patient can be discharged from the model.

1. Click on the request clearance/discharge button
2. Choose the most appropriate option. Please note that cases are now being cleared by Public Health automatically at day 10 following positive test.

Please confirm, you are discharging the patient from the pathway OR requesting review for clearance:

Message for public health if clearance requested (optional):

Please write the reason for the request ...

Request Clearance: Greater than Day 14 with ongoing symptoms
Discharge: Greater than Day 14 with no/mild symptoms for > 72 hours
Discharge: Clinically Well - Discharge prior to Clearance
Discharge: Moved to Hotel Quarantine
Discharge: Client is in custodial care
Discharge: Transferred to other health service pathway
Discharge: Withdrawn consent
Discharge: Ineligible for pathway
Discharge: Unable to contact patient
Discharge: Declined assessment/clinical care
Discharge: Duplicate record (same patient, different Trevi ID)
Discharge: False positive
Discharge: Deceased
Discharge: Discharged due to other reason
Cancel

Unable to contact patient

If you are unable to contact the patient there are 2 options depending on your level of concern.

Unable to contact a patient and have clinical concerns about the patient

1. Click left message in the action list

Contacted Patient
Left Message/No Answer
Assessed, No Action

Left message confirmation.
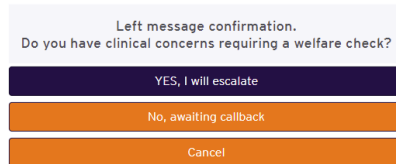Do you have clinical concerns requiring a welfare check?

YES, I will escalate
No, awaiting callback
Cancel

2. Click I will escalate
3. Call coHealth on 9448 5551
4. Email Western Public Health Unit whpu@wh.org.au

Unable to contact a patient but have no clinical concerns?

1. Click left message in the action list
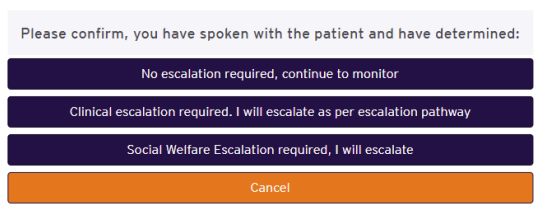

2. Click I will escalate
3. Email Western Public Health Unit whpu@wh.org.au

Concerns about Social support

If there are concerns that you have about your patient requiring social support.

1. Click contact patient
2. In the action list click social welfare escalation
3.

4. The following pop up will appear

For social support please contact coHealth on 9448 5551

5. Please call for support

General Practice User Guide 30-11-21 V1.2 Version: 1.2 | Approval Status: Draft   Date Approved: 5 June 2017 | **Uncontrolled when printed**   Date Printed: 30 November 2021

Page 12 of

Help

Technical issues with the system

Contact the COVIDMonitor Helpdesk on 8578 0565

 or email primarycare@nwmphn.org.au

Cant log in?/Forgotten your log in

Contact the COVIDMonitor Helpdesk on 8578 0565 or email primarycare@nwmphn.org.au

Need a new user added?

Contact the COVIDMonitor Helpdesk on 8578 0565 or email primarycare@nwmphn.org.au

Training required on the system?

Access these COVIDMonitor instructional videos on the NWMPHN Youtube

- COVIDMonitor Walkthrough https://www.youtube.com/watch?v=C84py5txgEc
- Introduction for COVIDMonitor for Practice Managers (overview and walkthrough) https://www.youtube.com/watch?v=kjzgq3o0dww

For information on the West Metro Pathway

https://nwmphn.org.au/for-primary-care/covid-19/covid-19-care-pathways/

General Practice User Guide 30-11-21 V1.2   Version: 1.2 | Approval Status: Draft
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Page 13 of