

General Practice COVIDMonitor User Guide

Version 1.4

11-01-2022

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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)

Practices are only able to see information for patients that are ‘associated’ with the practice. This occurs through patient identification of regular GP/clinic.

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@nwmpnhn.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.

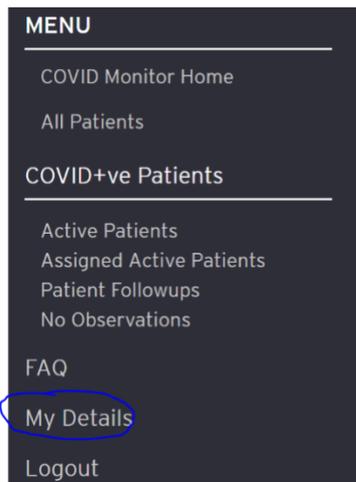
- User name
- Practice name
- Email
- Mobile phone (not compulsory but preferred to allow for notifications).

How to log in

1. Login at **COVID Monitor** 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



Reports/views available

Once signed in COVIDMonitor displays the *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:

- A recent change has meant that discharged patients are no longer available via this list is no longer available

Search by Patient Name

- Use this list to search for a patient who was associated with your practice but has been discharged

Active Patients:

- Patients that are on an active care pathway and are associated with the Practice (nominated by patient). This lists include those who have been allocated to the clinic as part of the low stream, as well as those in medium and high care pathways
- *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

Search by Patient Name

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: | | Edit Patient Contacted Patient Left Message/No Answer Assessed, No Action Resend Symptom Monitoring SMS Schedule Followup Record notes Discharge Patient from Program Requested No Text Messages Turn on SMS Reminders Record Patient Symptoms | |
|--|---|--|--|
| Name | McTester, Jeff | | |
| Trevi ID (UR) | JEFF1 (JEFF 1) | | |
| DOB (age) | 17/12/2000 (21) | | |
| Phone | 420539737 | | |
| Address, Suburb, Postcode | 66 Henry Street, Kensington, 3031 | | |
| Household Positive Insights (known) | Active: 1 / Total: 1 | | |
| Health Service Catchment | Melbourne Health | | |
| Intake Assessment | Low | | |
| Vaccination Status | Second dose in last 6 months | | |
| Co-morbidities/Risk Factors | High blood pressure - No medications and well controlled, Diabetes - On medications/insulin OR poorly controlled. | | |
| Social/welfare/isolation Factors | Dependents: No / Housing Situation: No Concerns / Mood: Ok | | |
| Language Info | Primary Language: English / Interpreter: No | | |
| Refugee / Asylum Seeker | No | | |
| Aboriginal & Torres Strait Islander Identity | No | | |
| Model of Care | GP Care | | |
| Care Pathway | GP Practice - Low | | |
| Health Provider | Royal Melbourne Hospital | | |
| GP Practice | TEST Practice | | |
| Clearance Requested | None | | |
| Swab | Not Detected | | |
| Last Symptom Severity | NORMIAL | | |
| Covid Monitor Enrolment Date | 30/11/2021 | | |
| Expected Clearance Date | 09/12/2021 | | |
| Last Login | 22/12/2021 | | |
| Last Observation | 22/12/2021 | | |
| Last Contact | 22/12/2021 | | |
| Scheduled Followup Date | 24/12/2021 | | |
| Removed From Followup | NONE | | |
| Deceased Flag | NO | | |

To check if the patient is allocated to your care, and not medium or high look for the following

| | |
|-----------------|--------------------------|
| Model of Care | GP Care |
| Care Pathway | GP Practice - Low |
| Health Provider | Royal Melbourne Hospital |
| GP Practice | TEST Practice |

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.

patient's Timeline (Use ALT+Scroll to zoom in/out & Click on an Outbreak to drillthrough)

| May 2021 | Th 28 | Th 29 | Fr 30 | Sa 1 | Su 2 | Mo 3 | Tu 4 | We 5 | Th 6 | Fr 7 | Sa 8 | Su 9 | Mo 10 | Tu 11 | We 12 | Th 13 | Fr 14 | Sa 15 | Su 16 | Mo 17 | Tu 18 | We 19 | Th 20 | Fr 21 |
|------------|-------|-------|-------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Swab Tests | | | | | | | | | | | | | | | | | | | | | | | | |
| Symptoms | | | | | | | | | | | | | SE | | | | | | | | SE | | | |

Symptom History

| Completed by | Observation | Severity | Fever | Rhinitis | Nausea | Chest Pain | SOB | Sore Throat | Cough | Runny Nose | Diarrhoea | Vomit | Headache | Eating/Drinking | Aches & Pain |
|------------------|-------------|----------|-------|----------|--------|------------|--------------|-------------|-------|------------|-----------|-------|----------|-----------------|-----------------|
| clinical team... | 2021-05-17 | SEVERE | Yes | Same | Yes | Mild | When sitting | Yes | Yes | Yes | No | Yes | Mild | A little | Normal for m... |
| patient | 2021-05-10 | SEVERE | No | Same | Yes | No | When sitting | Yes | Yes | No | Yes | No | Mild | Normal amou... | Normal for m... |
| clinical team... | 2021-04-27 | MILD | Yes | Same | No | No | Not at all | Yes | No | No | No | No | No | Normal amou... | Normal for m... |
| patient | 2021-04-22 | MILD | No | Better | No | No | Not at all | No | Yes | No | No | No | Mild | Normal amou... | No |

Page 1 of 1 | 5 rows

Respiratory Observations (ALL)

| RESP_OBS_DATE | SPO2 | RR | HR | ATTEMPTS |
|----------------------|------|----|----|----------|
| 10 May 2021 12:21:31 | 90 | 14 | 59 | 1 |
| 27 Apr 2021 17:44:02 | 96 | 18 | 80 | 1 |



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

Swab History

| SWAB DATE | RESULT | LOCATION | LAB # |
|---------------------|----------|---------------|-------|
| 2021-04-18 00:00:00 | DETECTED | Alfred Health | |

Patient Notes History

NOTES

- 2021-05-13 14:09 (Yong, Melissa): CLEARANCE HAS BEEN REQUESTED
- 2021-04-28 10:55 (Donovan, Joanne): CARE PATHWAY HAS BEEN SET TO: Alfred Health - Low
- 2021-04-27 17:48 (Donovan, Joanne): CARE PATHWAY HAS BEEN SET TO: Alfred Health - Medium
- 2021-04-27 17:45 (Donovan, Joanne): CARE PATHWAY HAS BEEN SET TO: Alfred Health - Medium

Patient Log

| LOG DATE | LOG BY | NOTES |
|--------------------------|--------------|---|
| 2021-05-13T14:22:59.660Z | peisman_jaff | Spoke with patient, no education required |

Using COVIDMonitor

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 |
|---|---|
| <p>Contacted Patient</p> <p>Left Message/No Answer</p> <p>Assessed, No Action</p> | <p>This section should be competed following each contact with the patient</p> |
| <p>Send SMS</p> | <p>Resends the symptom monitoring SMS to the patient. Happens within COVIDMonitor nil additional requirements required from practice</p> |
| <p>Schedule Followup</p> | <p>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</p> |
| <p>Record notes</p> | <p>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</p> |
| <p>Request Clearance/Discharge</p> | <p>Click here if you are requesting clearance if the patient is ready for discharge</p> |
| <p>Requested No Text Messages</p> | <p>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.</p> |
| <p>Turn on SMS Reminders</p> | <p>You can turn SMS reminders back on or patients here</p> |
| <p>Record Patient Symptoms</p> | <p>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.</p> |

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
- Patients will receive a daily notification 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): |
|--|--|---|
| <ul style="list-style-type: none">• Severe chest pain• SOB whilst sitting• Shakes/shivers• Dizzy to the point of passing out or almost passing out• Coughing blood | <ul style="list-style-type: none">• Unroutable 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 | <ul style="list-style-type: none">• 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.

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

Asymptomatic

Overall how do you feel today compared to the last 2-3 days?

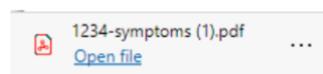
Have you been having fevers, sweats or chills?

If you have measured your temperature, what is the highest recording in the last 24 hours?
 Current Temp in C (if known)

Do you feel more tired than normal?

Have you had nausea in the last 24 hours?

- 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



Symptom history

| Completed By | Observation ... | Severity | Fever | Temperature | Malaise | Nausea | Chest Pain | SOB | Sore Throat | Cough | Runny Nose | Anosmia | Diarrhoea | Vomit | Headache | Eating/DrinkL... | Aches & Pains |
|------------------|-----------------|----------|-------|-------------|----------------|--------|------------|---------------|-------------|-------|------------|---------|-----------|-------|----------|------------------|---------------|
| clinical team... | 2021-11-16 ... | MILD | Yes | 36.5 | Better | No | No | With exercise | No | Yes | No | Yes | No | No | Mild | Normal amou... | Mild |
| clinical team... | 2021-10-25 ... | MODERATE | No | 36.5 | Back to normal | No | Mild | Not at all | Yes | Yes | Yes | Yes | No | No | Mild | Normal amou... | No |

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.

Contacted Patient

Left Message/No Answer

Assessed, No Action

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 7 following positive test (the day of test is day 0). Patients who are released from isolation are automatically removed from practice lists in COVIDMonitor. To find a patient record who has been discharged refer to the [search for a discharged patient section](#).

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

How to search for if a patient has been discharged

Practices can search for patients who have been discharged by selecting 'Search by Patient Name' option in the menu. You can search by partial first and/or last name.

Search by Name

| Trevi ID | UR | First Name | Surname | DOB | Address | Suburb | Mobile |
|----------|----|------------|---------|-----|---------|--------|--------|
| | | | | | | | |

To identify if a patient has been discharged, it appears on the patient details screen as per below.

| | |
|-----------------------|------------|
| Discharged by WMHSP | 10/01/2022 |
| Cohort | DETECTED |
| Last Symptom Severity | NORMAL |

Unable to contact patient

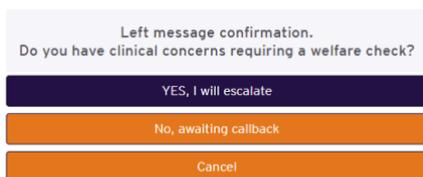
If you are unable to contact the patient there are 2 options depending on your level of concern.

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

1. Click left message in the action list



A screenshot of a software interface showing three dark blue buttons stacked vertically. The top button is labeled 'Contacted Patient', the middle button is labeled 'Left Message/No Answer', and the bottom button is labeled 'Assessed, No Action'. The 'Left Message/No Answer' button is highlighted with a white border, indicating it is the selected option.



A screenshot of a dialog box titled 'Left message confirmation. Do you have clinical concerns requiring a welfare check?'. It contains three buttons: a dark blue button labeled 'YES, I will escalate', an orange button labeled 'No, awaiting callback', and a light orange button labeled 'Cancel'.

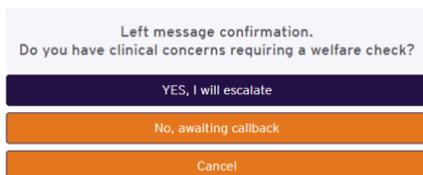
2. Click I will escalate
3. Call coHealth on 9448 5551
4. Email Western Public Health Unit wphu@wh.org.au

Unable to contact a patient but have no clinical concerns?

1. Click left message in the action list



A screenshot of a software interface showing three dark blue buttons stacked vertically. The top button is labeled 'Contacted Patient', the middle button is labeled 'Left Message/No Answer', and the bottom button is labeled 'Assessed, No Action'. The 'Left Message/No Answer' button is highlighted with a white border, indicating it is the selected option.



A screenshot of a dialog box titled 'Left message confirmation. Do you have clinical concerns requiring a welfare check?'. It contains three buttons: a dark blue button labeled 'YES, I will escalate', an orange button labeled 'No, awaiting callback', and a light orange button labeled 'Cancel'.

2. Click I will escalate
3. Email Western Public Health Unit wphu@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.

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

4. The following pop up will appear
5. Please call for support

For social support please contact coHealth on 9448 5551

Help

Technical issues with the system

Contact the COVIDMonitor Helpdesk on 8578 0565

or email primarycare@nwmpnh.org.au

Cant log in?/Forgotten your log in

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

Need a new user added?

Contact the PHN on 9347 1188 email covid@nwmpnh.org.au

Training required on the system?

Access these COVIDMonitor instructional videos on the NWMPHN Youtube

- COVIDMonitor Walkthrough <https://www.youtube.com/watch?v=C84pv5txgEc>
- Introduction for COVIDMonitor for Practice Managers (overview and walkthrough) <https://www.youtube.com/watch?v=kjzgg3o0dww>

For information on the West Metro Pathway

<https://nwmpnh.org.au/for-primary-care/covid-19/covid-19-care-pathways/>