

Primary Care Proactive Engagement grants: proposed activity description guide

The checklist below can be used as a guide for general practices participating in North Western Melbourne Primary Health Network's Primary Care Proactive Engagement project.

Database interrogation for vulnerable clients

- Determine who – practice nurse, admin?

Search 1:

- Unvaccinated for COVID-19
- 2 doses only of COVID-19 vaccination

Search 2:

- > 50 years old
- Chronic condition/s – for example, diabetes, cardiovascular disease, renal disease, immunocompromised, BMI > 30, respiratory disease, liver disease, neurological conditions, disability of any kind, transplant history, complex paediatric condition, complex haematological condition, receiving palliative care, psychiatric condition
- Practices may decide to select just a few filters based on your knowledge of your general practice profile

Search 3:

- Pregnant

Search 4:

- Aboriginal and Torres Strait Islander

Contact the patient

- Determine who and how – practice nurse, other? You could start with an SMS, but a follow-up phone call is required
- Conduct an initial phone engagement and progress to screening if patient consents

Determine if a follow-up appointment is needed:

- Catch-up vaccination – COVID-19 or influenza
- GP consultation: planning for antiviral prescription – choice of medication, baseline bloods if required, establishing closest pharmacy for access.
- Billing considerations:
 - timed consultation or
 - would this meet the criteria for billing under chronic disease management items 721 or 732?

Develop a personalised winter treatment plan and provide a copy to the patient

End of activity reporting. We recommend your practice uses the daily tracking spreadsheet, as an efficient way of recording the screening and data over the 8-week activity duration:

- Number of vulnerable patients identified on database searches
- Number of patients contacted
- Number of patients that progressed to a screening conversation
- Number of vaccines administered
- Number of winter treatment plans completed

Example initial phone engagement and screening

<input type="checkbox"/>	<p>Have you had a COVID-19 vaccination?</p> <ul style="list-style-type: none"> • Number of doses and when • Opportunity to discuss and schedule any catch up doses
<input type="checkbox"/>	<p>Have you had the annual influenza vaccination?</p> <ul style="list-style-type: none"> • Opportunity to discuss and schedule if not yet received
<input type="checkbox"/>	<p>If you get any symptoms such as fever, sore throat, shortness of breath, dry cough, muscle aches or tiredness, loss of taste, loss of smell, headache, runny nose, sneezing, diarrhoea or nausea, this is what you should do:</p> <ul style="list-style-type: none"> • Stay home while you have symptoms • Test for COVID-19 <ul style="list-style-type: none"> ○ Discuss eligibility for PCR testing and do you know where to go for a PCR test ○ Consider GPRCs in your area ○ Discuss using a RAT test. Do you have any RATs at home? Do you know where to get them? • Manage your symptoms: rest, fluids, pain relief – add additional advice as per patient's chronic condition
<input type="checkbox"/>	<p>Consider patient's medical history and whether an additional assessment needs to be conducted by the GP – suitability for antivirals for either influenza or COVID</p>
<input type="checkbox"/>	<p>If you get COVID-19, confirmed by positive RAT test, you should do this:</p> <ul style="list-style-type: none"> • Isolate at home • Manage your symptoms • Check your winter preparedness plan, does your doctor recommend medications? • Call the practice to inform them • Follow your winter treatment plan