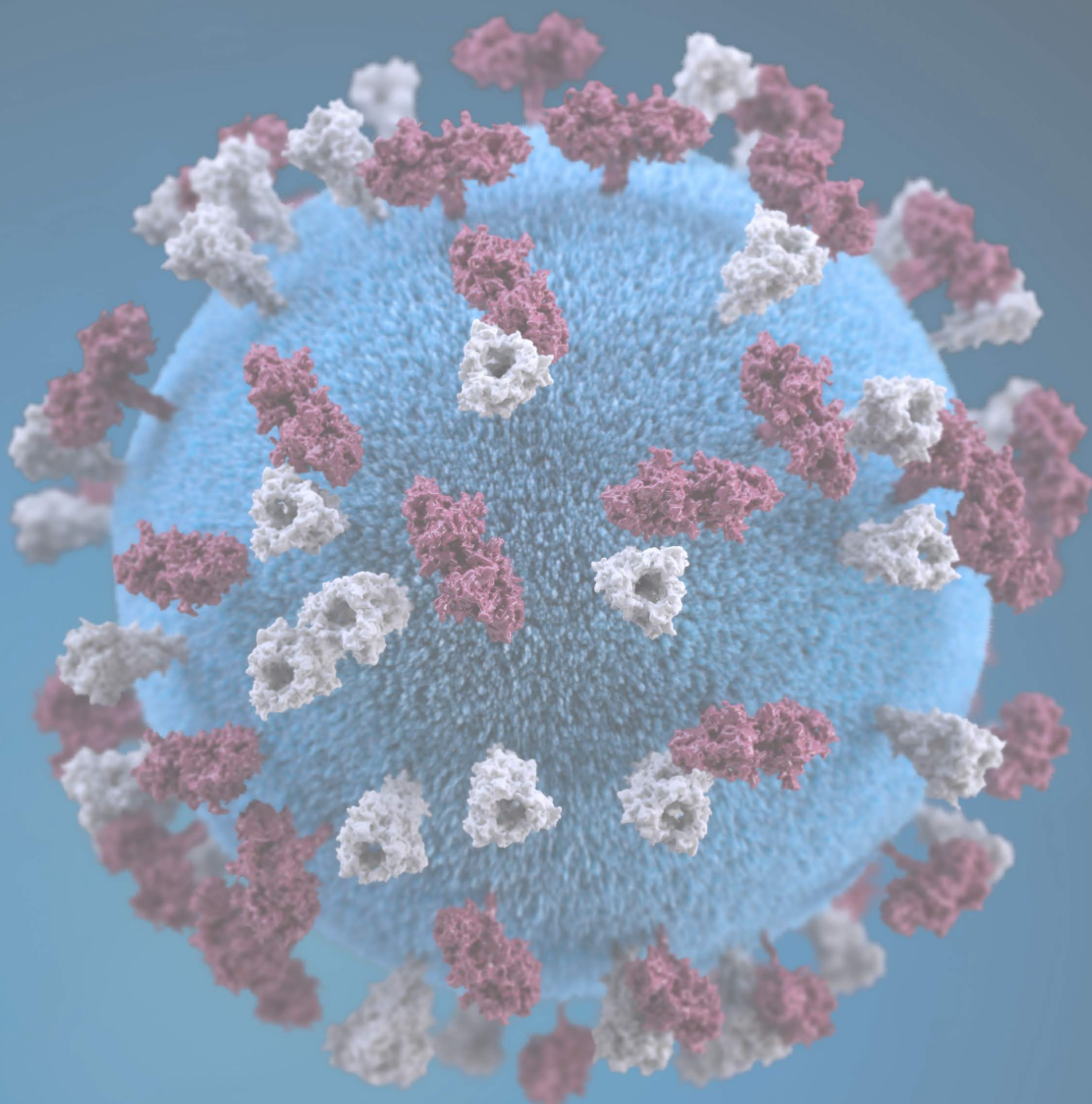


Western NSW Primary Care Respiratory Clinics

FAQ's Information for Clinicians, Organisations and Communities

V2 June 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
Mon-Fri 12:30-16:30	Bathurst	Ochre Health, CSU Bathurst Building 1470 Panorama Avenue, Bathurst	02 6331 9444	02 6332 1962
Mon 9:00-13:00 Wed 13:00-17:00 Fri 9:00-13:00	Broken Hill	RFDSSE Hangar 1 Airport Road, Broken Hill	08 8080 3780	08 8088 1531
Mon-Thurs 9:00-13:00	Cobar	Cobar Primary Health Care Centre 24 Harcourt Street, Cobar	02 6836 5000	02 6836 1274
Mon-Fri 8:30-12:30	Cowra	Cowra Medical Associates 165-169 Kendal Street, Cowra	02 6341 1400	02 6341 1400
Mon-Fri 8:00-17:00	Dubbo	Dubbo Medical & Allied Health Group 183 Brisbane Street, Dubbo	02 6815 9900	02 6884 4176
7 Days 9:00-13:00	Mudgee	South Mudgee Surgery 11 Nicholson Street, Mudgee	0417 072 652	02 6372 6617
Mon-Fri 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 going to happen as the restrictions ease in NSW?

As public restrictions ease, people will start to attend gatherings, return to social venues and events. People might also be traveling more locally during school holidays and long weekends. We all must continue to be aware of the risk of a potential rise in cases of Covid-19 and be diligent with personal hygiene, continue to self-isolate ourselves or our children should we become unwell, continue to follow advice about social distancing in venues and at events, and keep COVID-19 testing rates high across our region for people with respiratory symptoms. This will help the health system to identify and isolate any local outbreaks and manage these accordingly.

All cold and flu symptoms, no matter how minor or severe, should be considered as infectious. We must all take appropriate steps to manage our own health and hygiene and not risk the spread of disease to other people. Our best defence against a rise in cases is continued diligence with our own hygiene, including hand washing or hand sanitation, cough and sneeze etiquette, and management of sickness as a community.

Any person, be they a child or adult, who develops respiratory symptoms, including sore throat, cough, runny nose, sneezing, fatigue, a temperature or any other symptoms suggestive of a cold or flu, should consult with their chosen health professional via the phone and make an appointment to have a swab test for COVID-19.

How can I get tested for COVID-19?

There are a few ways to arrange a COVID-19 swab test:

- Contact your regular General Practice via phone to arrange a telehealth appointment and referral to the most appropriate local testing service. This might be on-site, via a Fever or Respiratory Clinic, or through your local pathology service.
- Contact Health Direct on 1800 022 222 to be directed to your closest Fever Clinic or Respiratory Clinic. If you are unsure where to go, they can direct you on how to make an appointment;
- Make an appointment at your Primary Care Respiratory Clinic where you can be seen by a GP and receive a COVID-19 swab test at no cost; (see locations above)
- If you have none of these options, call your local hospital and ask if they are providing testing for COVID-19, and make an appointment there.

Western Primary Care Respiratory Clinics

What is a Primary Care Respiratory Clinic (PCRC)?

These are GP-led general practice respiratory clinics that 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 provide a well-equipped facility to safely assess, test and treat patients with respiratory conditions.

Who runs the Primary Care Respiratory Clinics (PCRC)?

Each clinic has a local General Practice or Aboriginal Medical Service taking the lead on the initiative. The clinics are GP-led, with GPs and friendly nurses working together on-site to care for patients in the region with respiratory conditions. The staff has been trained on infection control and patient management procedures to ensure safety of those working there and to provide comprehensive care for patients.

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 to safely manage and test patients for COVID-19. WNSW PHN has been working in partnership with the Western NSW and Far West Local Health Districts to ensure that the establishment of the PCRCs compliment the existing services while increasing capacity across the region to care for patients with respiratory symptoms, especially during Winter.

The services in towns where both exist (Bathurst, Broken Hill, Dubbo & Orange) can offer swab testing for patients with an appointment, but Respiratory Clinics also exist in some towns with no existing Fever Clinic.

How does a person attend a Respiratory Clinic?

All attendances are by appointment at the Respiratory Clinics. An appointment can be made by phoning the individual clinic number, or by phoning health direct 1800 022 222, or by going to the hotdoc site <https://www.hotdoc.com.au/medical-centres> and making an appointment through the online system.

Doctors can also use the referral form provided on the WNSW PHN website if they wish to refer a patient into a clinic. You can find referral templates at https://www.wnswphn.org.au/coronavirus/gp_information. A referral will assist the clinic to care for patients. This can be faxed to the clinic on the numbers provided.

What happens at a Respiratory Clinic?

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 the appropriate quarantine period and provided with advice for follow up with their regular service once it is safe to do so.

Who receives the patient's information after attending a Respiratory Clinic?

Patient results will be texted to the patient with their consent, and patients will be followed up via phone call. A summary of the visit will be provided to the patient's regular doctor as well as any pathology results if a GP is nominated. Their regular healthcare 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.

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

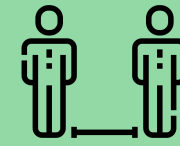


I am well and don't feel sick
No contact with any confirmed cases of COVID-19

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. Contact your regular GP or local Respiratory Clinic and book to be tested for COVID-19.

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

Referral Pathway & Resources: For Health Professionals

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

Initial Screening of patients by regular GP by phone or telehealth

- Symptoms and signs
- Close contact or travel, occupation, living situation
- Potential health risk factors (age, comorbidities)

Respiratory Clinic Referral

Arrange appointment with patient via

- [Hot Doc](#)
- Phone
- Fax
- OR Secure Email

You can download a referral form https://www.wnswphn.org.au/coronavirus/gp_information

Patient will receive

- Assessment
- GP Consultation where required
- COVID-19 testing as per NSW Health guidelines
- Instruction on isolation and when to expect results
- Plan for follow-up with nominated GP

Follow Up with Regular GP

- Pathology results will be delivered to nominated GP
- Feedback will be provided to nominated GP
- Nominated GP to follow-up
- PHU informed of positive results and will follow up positive cases
- Nominated GP to monitor for signs of deterioration.

COVID-19 Unlikely

- Symptoms and signs are not suggestive of COVID-19

Alternative diagnosis made and regular treatment management

Suspected Mild COVID-19

- Epidemiology, symptoms and signs are consistent with COVID-19
- No symptoms or signs of pneumonia
- Normal oxygen saturation

NOTE:

- 4 out of 5 will have mild disease
- moderate to severe symptoms develops in the 2nd or 3rd week
- Patient information provided

Direct patient to self isolate and manage symptoms

Suspected Moderate/ Severe COVID-19

- Epidemiology symptoms and signs are consistent with COVID-19

PLUS

- signs of pneumonia
- breathlessness/ difficulty breathing
- low oxygen saturation

Suspected Moderate/ Severe COVID-19

- Epidemiology symptoms and signs are consistent with COVID-19

PLUS

- signs of pneumonia
- severe shortness of breath or difficulty breathing
- blue lips or face
- pain or pressure in chest
- cold, clammy, pale mottled skin
- new confusion and fainting
- difficult to rouse
- little or no urine output
- coughing up blood

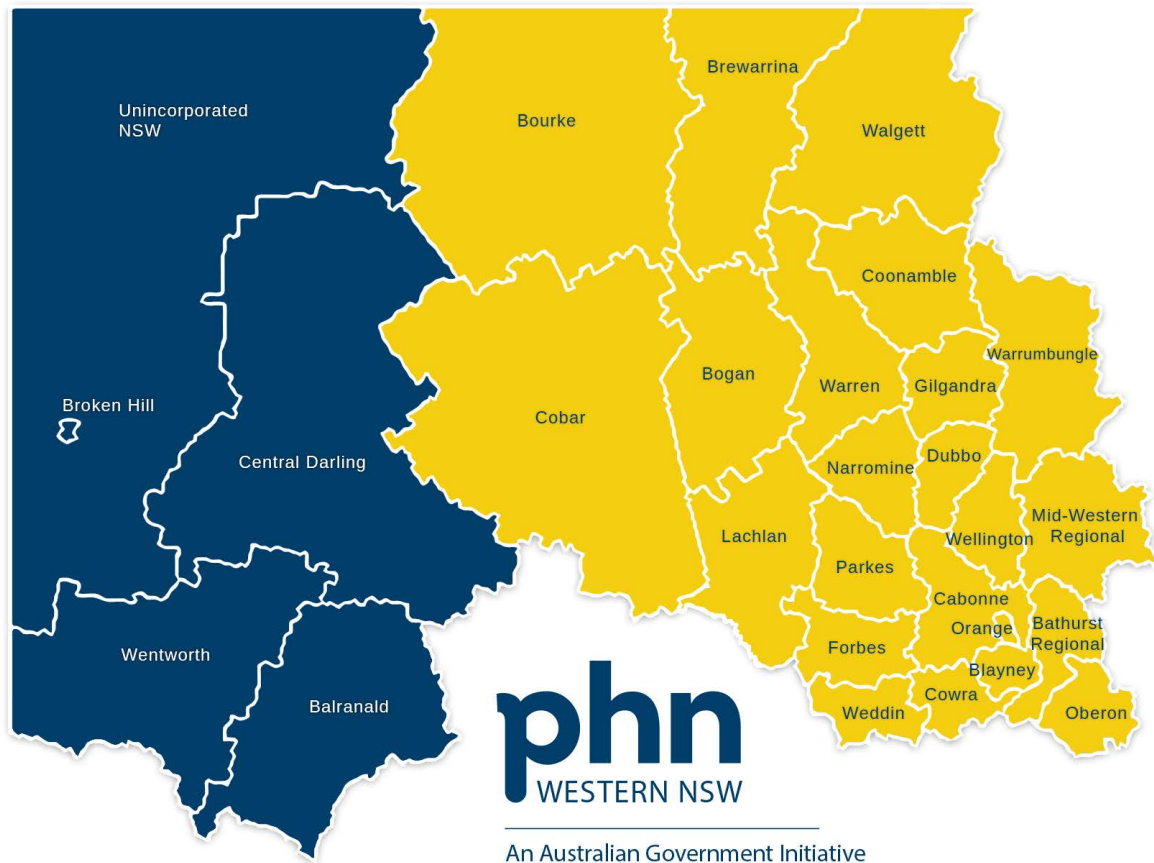
TRANSFER TO HOSPITAL

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.



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