

FAQ for Health Providers

Long COVID-19 Inter-Professional Outpatient Program (IPOP)

Alberta Health Services (AHS) has established a provincial referral process to new Inter-Professional Outpatient Program (IPOP) clinics that provide multi-disciplinary specialized care and management for COVID-19 patients with symptoms lasting at least 12 weeks post infection.

1. Are IPOP clinics the ‘right fit’ for everyone with long COVID symptoms?

No, the vast majority of Albertans can and should safely manage mild COVID-19 symptoms at home with the support of AHS self-care resources, along with their primary care team and Health Link. The IPOP clinics were established to ensure that the small subset of adult Albertans with sustained COVID symptoms have access to the right care in the right place at the right time.

The goals of the IPOP clinics are to:

- Assure that the patients’ current symptoms are truly related to COVID and not a result of another medical issue;
- Assist with symptom management when possible, using lifestyle modifications and/or pharmacologic therapies;
- Connect patients with the necessary health and community supports to help with needed treatments and rehabilitation; and
- Follow up with patients as new treatment information arises based on their symptoms and/or connect them with ongoing long COVID related studies in which they may be interested in participating.

2. What services does the long COVID IPOP offer; and who will provide support within the IPOP Clinics?

Long COVID IPOP clinics will provide medical and/or rehabilitation supports and services, based on each patient’s needs, by connecting primary care, specialty medicine, and allied health professionals.

The Long COVID IPOP teams are comprised of nurse practitioners (NPs), physicians (MDs), registered nurses (RNs), and allied health professionals who will develop and oversee patients’ care plans. These team members are not responsible for completing return to work, insurance or disability claim forms. These must be managed in Primary Care.

Long COVID IPOP Clinic services include:

- Hybrid virtual and in-person care.
- Specialist linkages and a shared model of care with primary care providers.
- Medication treatment planning (including current medication reconciliation).

- Allied health supports, including: physiotherapy, occupational therapy, social work, respiratory therapy, pharmacy, nutrition services, etc.
- Complex care planning when required. NPs will consult with specialty physicians to assist with complex medical management. Once care plans are in place and patients are stabilized, the patient will be discharged from the long COVID IPOP clinic back to their primary care provider and/or allied health team for rehabilitation.

3. Where are the long COVID IPOP clinics located?

There are three long COVID IPOP clinics serving Alberta:

- 1) [Kaye Edmonton Clinic](#) in Edmonton, Phone: 780-407-6098
- 2) [Rockyview General Hospital](#) in Calgary, Phone: 403-943-3795
- 3) [Peter Lougheed Hospital](#) in Calgary, Phone: 403-943-5788

4. What are the referral criteria to be seen in the long COVID IPOP clinics?

Inclusion Criteria:

- 18 years or older;
- Have a confirmed positive COVID test (PCR)* or suspected COVID-19 diagnosed by MD/NP with clinical symptoms highly consistent with COVID-19 that cannot be explained by an alternative diagnosis. If no positive PCR test available, please include the following information with referral:
 - Evidence of acute COVID infection based on presence of symptoms and signs as well as symptom onset date and duration, and
 - Associated close contact exposure to a confirmed COVID case or
 - Evidence of a positive test or proctored or photographed rapid test result, or available positive serology for the patient or their close contacts.
- Post COVID symptoms lasting for a minimum of 12 weeks;
- New onset of symptoms not present prior to COVID-19 infection that cannot otherwise be explained by an alternative diagnosis;
- Priority will be for those requiring:
 - complex medical management and/or rehabilitation, such as a significant functional change due to COVID, or
 - multisystem symptoms, or
 - Post COVID Functional Scale (PCFS) rating of 3 or 4
- WCB clients may be seen by long COVID IPOP and WCB long COVID program concurrently, all rehabilitation needs will be directed to WCB;
- Must be a resident of or a student residing in Alberta or Northwest Territories.

Exclusion Criteria:

- Patients < 18 years of age;
- Self-referrals;
- Patients who do not meet the established inclusion criteria noted above.

5. How do I refer patients with long COVID symptoms to a specific long COVID IPOP clinic?

All patients who are referred to an IPOP clinic should be stable. Any patient with emergent or urgent concerns should be seen at, or directed to, facilities or clinics providing this type of care.

Zone(s)	How to submit a referral (Pick one option per Zone)
<p>Important: Professional referrals accepted only from physicians and nurse practitioners. Please view the appropriate Alberta Referral Directory (ARD) page for detailed service descriptions, referral process, eligibility requirements (inclusion/exclusion), referral form, etc. before submitting a referral.</p>	
<p>Calgary & South</p>	<ol style="list-style-type: none"> Submit Consult Request Through Alberta Netcare eReferral Submit eReferral Consult Requests (i.e., non-urgent requests for specialist appointments) using the 'Long COVID-19' reason for referral to the "Central Triage Long COVID Interprofessional Outpatient Programs - South AB" facility. <p>For a quick reference guide on how to create an eReferral Consult Request, please go online. For additional training support, contact the eHealth Netcare Support Services team at 1-855-643-8649 or email ehhealthsupport@cgi.com</p> <ol style="list-style-type: none"> For sites live on Connect Care please submit a referral called "Ambulatory Referral to Long COVID-19" with the Referred To Department of "AHS-SOUTH-LONG-COVID-CAT". Submit Referral by Fax: Fax the referral form to the South Long COVID Central Access and Triage number: 403-592-3130
<p>Edmonton & North</p>	<p>Send the relevant documentation and clinic notes to the Kaye Edmonton Long COVID Clinic:</p> <ol style="list-style-type: none"> For sites not live on Connect Care please fax the referral form along with relevant documentation to 780-492-4483. For sites live on Connect Care please submit a referral called "Ambulatory Referral to General Internal Medicine" with the Referred To Department of "EDM-UAH-KEC-Long Covid CL".
<p>Central – For patients north of Red Deer Highway 11/12*</p>	<p>Send the relevant documentation and clinic notes to the Kaye Edmonton Long COVID Clinic:</p> <ol style="list-style-type: none"> For sites not live on Connect Care please fax the referral form along with relevant documentation to 780-492-4483. For sites live on Connect Care please submit a referral called "Ambulatory Referral to General Internal Medicine" with the Referred To Department of "EDM-UAH-KEC-Long Covid CL".
<p>Central - For patients in Red Deer and south of Red Deer Highway 11/12*</p>	<ol style="list-style-type: none"> Submit Consult Request Through Alberta Netcare eReferral Submit eReferral Consult Requests (i.e., non-urgent requests for specialist appointments) using the 'Long COVID-19' reason for referral to the "Central Triage Long COVID Interprofessional Outpatient Programs - South AB" facility. <p>For a quick reference guide on how to create an eReferral Consult Request, please go online. For additional training support, contact the eHealth Netcare Support Services team at 1-855-643-8649 or email ehhealthsupport@cgi.com</p>

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**In Central Zone, referral location may be chosen based on patient travel patterns or other patient specific issues/preferences.*

6. How will follow-up treatment be coordinated for patients who are being treated at a long COVID IPOP clinic?

Clients are cared for in the long COVID IPOP in collaboration with their Primary Care providers; and the length of time patients are followed will differ between IPOP clinics.

The IPOP clinics will follow up with patients if/when new treatment information arises based on their symptoms and will also connect them with ongoing long COVID related studies they may be interested in participating.

7. Is there a wait time for clients to be seen in long COVID IPOP clinics?

Wait times will vary from clinic to clinic. You will be informed as per Path to Care standards of the current wait times, local resources, and alternatives to IPOP.

8. Where can I find additional information on managing long COVID, including self-management resources:

For providers:

- Rehabilitation Advice Line at 1-833-379-0563 to speak with a physiotherapist or occupational therapist.
- Recovery and rehabilitation after COVID-19: resources for health professionals <https://www.albertahealthservices.ca/topics/Page17540.aspx>
- Information for Community Physicians <https://www.albertahealthservices.ca/topics/Page16956.aspx#patients>

For patients:

- Rehabilitation Advice Line at 1-833-379-0563 to speak with a physiotherapist or occupational therapist.
- Getting Healthy after COVID-19 <https://www.albertahealthservices.ca/topics/Page17397.aspx>
- After COVID: Information and resources to help you recover <https://myhealth.alberta.ca/HealthTopics/After-COVID>