

Memorandum

Date: April 14, 2022

To: Primary Care Networks
AHS Physicians
ZEOCs

CC: AHS ECC
Deb Gordon
Dr. Sid Viner
Dr. Linda Slocombe
Rob Skrypnek

From: Isabel Henderson
Branch Director – ECC Clinical Operations

Linda Iwasiw
Chief Zone Officer, South Zone

RE: **Referral and Launch Information: Provincial Long COVID-19 Inter-Professional Outpatient Program (IPOP) Clinics**

Alberta Health Services (AHS) has established a referral process (see chart below) to new **Inter-Professional Outpatient Program (IPOP) clinics** in the province that will provide multi-disciplinary care for COVID-19 patients with symptoms lasting at least 12 weeks post infection.

These 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 IPOP teams are comprised of nurse practitioners (NPs), registered nurses (RNs), and allied health professionals who will develop and oversee patients' care plans.

While 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, we need to ensure Albertans with sustained COVID symptoms also have access to the right care in the right place at the right time.

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, nutrition services, etc.
- Complex care planning when required. NPs will consult general internal medicine or other 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 IPOP clinic back to their primary care provider and/or allied health team for rehabilitation

Referral Information

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>	<p>Submit Consult Request Though 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> <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> <p>Submit Referral by Fax Fax to the South Long COVID Central Access and Triage number: 403-592-3130</p>
<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"> 1. For sites not live on Connect Care please fax the referral form along with relevant documentation to 780-492-4483. 2. 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"> 1. For sites not live on Connect Care please fax the referral form along with relevant documentation to 780-492-4483. 2. 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>	<p>Submit Consult Request Though 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 Program - South AB" facility.</p> <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> <p>Submit Referral by Fax Fax to the South Long COVID Central Access and Triage number: 403-592-3130</p>

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

Patient referral eligibility to IPOP clinics:

You will find a full list of the referral criteria and [referral form](#) when you click on the Alberta Referral Directory links above under the “Zone(s)” column.

- 18 years or older with 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, and
- Post-COVID symptoms lasting for a minimum of 12 weeks, and
- 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.

For additional information, including self-management resources, visit:

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>