

Date: April 25, 2020

To: All Zone Operational Leaders

From: Deb Gordon, Vice President & Chief Operating Officer, Clinical Operations
Ted Braun, Vice President & Medical Director, Clinical Operations
Francois Belanger, Chief Medical Officer and Vice President Quality

RE: Additional guidance in using RAAPID during COVID-19 Pandemic

On April 22, 2020 a memo was distributed which outlined the types of calls that need to involve RAAPID and those that would be considered out of scope.

Following the distribution of the memo, a question has been raised related to community or rural physicians seeking advice only (no transfer or intervention requested). In this type of situation, it was understood that for urgent advice, RAAPID would assist. For non-urgent advice, the physician should call Specialist Link or ConnectMD.

The guidance tables below have been revised to provide better clarity:

1. First table, third section now reads as follows: "Phone your usual RAAPID department (North and South) to connect with an Emergency Physician or Specialist for urgent advice.
2. Last table, fifth section now reads as follows: "Calls regarding COVID-19 can be directed to ConnectMD (North, Edmonton and Central zone) or Specialist Link (Calgary and South zone).

If you have any questions concerning the attached guidance document, please contact John Montpetit at john.montpetit@ahs.ca or email RAAPID.Leadership@ahs.ca.

Thank you.

Attachment

Use of RAAPID during COVID-19

Because of the need for timely, safe transitions for patients during the COVID-19 pandemic response, all providers in all zones are asked to use RAAPID when seeking time sensitive referral/advice, patient transfer or accessing services of providers in another facility in Alberta. The following tables outline the types of calls that need to involve RAAPID and those that would be considered out of scope.

In scope - Higher Level of Care Needs	
Referral type	Description
Unstable/Emergent patient	Patient requires immediate transfer out of a rural or regional facility to a facility of a higher level of care.
Stable patient	Need for same day consultation that would allow the MRP to proceed with care and/or disposition of care (i.e. admit vs. discharge vs. transfer)
For Advice only	Phone your usual RAAPID department (North or South) to connect with an Emergency Physician or Specialist for urgent advice.

In scope - Equal or Lower Level of Care Needs	
Transfer type	Description
Patient Repatriation	Patients being repatriated to a facility closer to their home site.
Transfer to Community Self-Isolation Sites	This is a new process and needs to be developed between RAAPID and individual Zones.
Capacity Management	For transfers between equal level of care sites related to full capacity (i.e. rural to rural).

Out-of-Scope	
Transfer type	Description
Hospital to Alternate Care Living	These transfers continue to be facilitated by hospital transition services as they do not involve a MD to MD handover.
NICU Level 3 to Level 2	Lower level of care transfers between nurseries.
Equal level of care MH	Movement of a mental health patient between facilities that provide an equal level of care.
Appointments/DI	Any patient movement related to an appointment or scheduled process via a department.
Non-Urgent COVID-19 Advice for Community Providers	Calls regarding COVID-19 can be directed to ConnectMD (North, Edmonton and Central Zone) or Specialist Link (Calgary and South Zone).

