# COVID-19 Guidance for Community Providers

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Preamble

Intended Audience
Part A (pre-screening): for all community providers including pharmacy, dentistry, optometry, primary care providers, physiotherapy, etc.

Parts B (risk assessment), C (testing) and D (management): for all community providers whose scope of practice includes assessing and treating patients with respiratory symptoms.

Assumptions & principles
The guidance:

- Is meant to be general and not intended to be an explicit algorithm or pathway
- Provides optional links to decision aids and resources
- Leaves significant room for clinical judgement and options to deliver patient centered care
- Is based on currently available information and subject to change based on emerging evidence and government direction
- Should ideally be accessed only through a live link, not printed, due to the risk of changing evidence and direction impacting the guidance

Acronym Dictionary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>MAB</td>
<td>Monoclonal Antibody</td>
</tr>
<tr>
<td>PCP</td>
<td>Primary Care Provider</td>
</tr>
<tr>
<td>PCR</td>
<td>Polymerase Chain Reaction (test)</td>
</tr>
<tr>
<td>PCRA</td>
<td>Point of Care Risk Assessment</td>
</tr>
<tr>
<td>POCT</td>
<td>Point of Care Test</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>RAG</td>
<td>Red, Amber, Green</td>
</tr>
<tr>
<td>RAT</td>
<td>Rapid Antigen Test</td>
</tr>
</tbody>
</table>
Part A: Pre-Screening for All Community Providers (Pharmacy, Dentistry, Optometry, Primary Care Providers, Physiotherapy, etc.)

**Note:** to reduce the spread of the COVID-19 Omicron variant and keep patients and community providers safe, community providers and individuals are encouraged to, as much as possible:
- Use virtual care options when appropriate
- Avoid sending people to ER/Urgent Care unless necessary (eg: do not send well people in for testing)
- Refer people to online self-assessment and how to stay home safely (COVID-19 Self-Assessment [alberta.ca])
- Consult the AMA Simplified Guidance Resource here.
- Encourage individuals to safely manage in their home (see: Navigating COVID)

Part B: Viral Respiratory Illness Risk Assessment for Community Providers assessing and treating patients with respiratory symptoms

Is the reason for appointment related to viral respiratory symptoms or suspect COVID-19?

No

Yes

Screen for appropriate care setting (in-person, virtual visit or 9-1-1)

Consider virtual care to minimize risk of viral spread

Patient resources

Proceed with in-person care: take appropriate precautions after point of care risk assessment (PCRA) and encourage mask use by patient and visitor

PCRA tool

PPE

Safety net flags

Red flags & other considerations

Vaccine status

COLD Standard

Determine appropriate patient care (virtual visit, delay care)

Continue to Part B dependent on scope of practice

Does the patient have viral respiratory symptoms or COVID-19 is suspected?

No

Yes

Pre-care screen patient for viral respiratory illness

Virtual

In person and/or walk-in

Screening tool

Proceed with routine care, taking appropriate precautions

Continue to Part C dependent on scope of practice
Part C: Viral Respiratory Illness Testing for Community Providers assessing and treating patients with respiratory symptoms

Clinical assessment and differential diagnosis

Is there a high likelihood patient may have COVID-19?

Yes

Does the patient meet criteria for PCR testing or MAB?

Yes

Book PCR at AHS Community Assessment Center

No

See testing options and resources

Testing

Positive/ suspected COVID-19

Part D: Management of People with Suspected or Confirmed COVID-19 Positive Results for Community Providers assessing and treating patients with respiratory symptoms

Provincial COVID-19 Primary Care Management Pathways (Adult & Peds)

RAG Tool
Expanded Details

**General Red Flags** (see additional maternity and pediatric red flags, below)

- Severe shortness of breath at rest
- Difficulty breathing
- Pain or pressure in chest
- Cold, clammy or pale mottled skin
- New onset of confusion
- Blue lips or face
- Becoming difficult to rouse
- Coughing up blood
- Reduced urine output
- Return of cough after period of improvement* may signal development of COVID-19 pneumonia
- Return of fever after afebrile period* may signal development of COVID-19 pneumonia
- Oxygen saturation - helpful tool to indicate disease severity when available  
  - If previously healthy lungs or previously documented normal O₂ sat – a new reading of < 92% is a red flag
  - If underlying lung disease with documented low normal O₂ sat at baseline – a new reading of < 90% is a red flag
  - If patient on home oxygen normally and their O₂ requirements increase with COVID-19 illness – this is a red flag

**Maternity Patients** (in addition to above red flags)

- Orthopnea or paroxysmal nocturnal dyspnea (PND)
- Fever ≥38°C despite use of acetaminophen
- Weakness limiting activities of daily living (ADLs)
- Persistent nausea and vomiting >12 hours
- Obstetrical complaints such as:
  - Regular uterine contractions
  - Ruptured membranes
  - Vaginal bleeding
  - Decreased fetal movement
- Oxygen saturation:
  - Helpful tool to indicate disease severity when available
  - A reading of <95% is a red flag for all pregnant women
  - If patient on home oxygen normally, and the O₂ requirements increase with viral respiratory illness, this is a red flag

*See pediatric red flags, next page*
Pediatric Patient Red Flags
- Respiratory distress: tachypnea, cyanosis, indrawing, accessory muscle use, grunting
- New onset of acute GI symptoms: abdominal pain, vomiting, diarrhea
- Reduced urine output or signs of dehydration
- Rash, non-purulent conjunctivitis, or muco-cutaneous inflammation
- Fever with temperature > 38°C for three consecutive days or more
  - Signs of shock: lethargy, non-responsiveness, altered mental status

Considerations in determining in-person or virtual visit
Virtual assessments of all COVID-19 concerns is preferred as a first step
- Reason for visit
- Patient preference
- Pregnancy
  - Patient and provider’s COVID-19 and influenza immunization status
- Physical, mental, cognitive or technology barriers to assessment
- Ability for symptomatic patient to wear mask at in-person appointment
- Age, frailty, co-morbidities, immunosuppression
- Local risk factors including outbreaks, immunization rates and Acute Care burden

Vaccine/Immunization Status
- A person is considered partially immunized after 14 days have passed since they received the first of two doses in a two-dose COVID-19 vaccine series. The risk of becoming sick after exposure to COVID-19 and spreading the virus to others is lower for a partially immunized person.
- A person is considered fully immunized after 14 days have passed since they received the second dose in a two-dose COVID-19 vaccine series. A second dose of vaccine provides longer lasting immunity against COVID-19.
- A person is considered fully immunized after 14 days have passed since they received the only dose in a one-dose COVID-19 vaccine series.
  - COVID-19 Vaccine Frequently Asked Questions | Alberta Health Services

Safety Net Flags (social considerations)
- Socially isolated (lives alone, unable to connect with others through technology, little to no social network)
- Lack of caregiver support if needed
- Inability to maintain hydration (diarrhea, vomiting, cognitive impairment, poor fluid intake)
- Food/financial insecurity
- Receive homecare support
- Challenges with health literacy or ability to understand treatment recommendations or isolation expectations
- Ability to self-manage
## Managing Respiratory Tract Infections (RTIs): Virtual Care and COVID-19

### Choosing Wisely: The Cold Standard
Click to download the full toolkit

<table>
<thead>
<tr>
<th>SUSPECTED OR CONFIRMED COVID-19</th>
<th><strong>INDICATIONS FOR VIRTUAL VISIT</strong></th>
<th><strong>INDICATIONS FOR IN-PERSON VISIT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fever</td>
<td>Shortness of breath or hypoxia (if monitoring available)</td>
</tr>
<tr>
<td></td>
<td>Respiratory symptoms</td>
<td>Concerns of dehydration</td>
</tr>
<tr>
<td></td>
<td>No shortness of breath</td>
<td>Suspicion of secondary bacterial infection</td>
</tr>
<tr>
<td></td>
<td><strong>EAR PAIN</strong>&lt;br&gt;(In children over 6 months of age)</td>
<td>Any red flags**</td>
</tr>
<tr>
<td></td>
<td>Symptoms &lt;48 hours</td>
<td>Symptoms &gt;48 hours despite adequate pain medications</td>
</tr>
<tr>
<td></td>
<td>Fever &lt;39°C</td>
<td>Fever ≥39°C</td>
</tr>
<tr>
<td></td>
<td>Pain controlled with oral pain medication</td>
<td>Feels unwell</td>
</tr>
<tr>
<td></td>
<td>Otherwise feels well</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>SORE THROAT</strong></td>
<td><strong>SORE THROAT</strong></td>
</tr>
<tr>
<td></td>
<td>Mild symptoms &lt;48 hours</td>
<td>Persistent or worsening symptoms &gt;48 hours, or</td>
</tr>
<tr>
<td></td>
<td>Low suspicion for bacterial pharyngitis, e.g.:</td>
<td>High suspicion of bacterial pharyngitis, e.g.:</td>
</tr>
<tr>
<td></td>
<td>Over 15 years of age</td>
<td>Severe pain</td>
</tr>
<tr>
<td></td>
<td>No fever</td>
<td>No cough or runny nose</td>
</tr>
<tr>
<td></td>
<td>Presence of cough or runny nose</td>
<td>Fever without alternate cause</td>
</tr>
<tr>
<td></td>
<td><strong>SINUS CONGESTION</strong></td>
<td><strong>SINUS CONGESTION</strong></td>
</tr>
<tr>
<td></td>
<td>Mild symptoms &lt;7 days</td>
<td>Presence of red flags***</td>
</tr>
<tr>
<td></td>
<td>No red flags***</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>COPD EXACERBATION</strong></td>
<td><strong>COPD EXACERBATION</strong></td>
</tr>
<tr>
<td></td>
<td>Patient able to do their activities of daily living</td>
<td>Patient is too short of breath to do their activities of daily living</td>
</tr>
<tr>
<td></td>
<td>Patient known to provider and reliable for virtual follow-up</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>SUSPECTED PNEUMONIA</strong></td>
<td><strong>SUSPECTED PNEUMONIA</strong></td>
</tr>
<tr>
<td></td>
<td>Should be assessed in-person</td>
<td>Assess clinically</td>
</tr>
<tr>
<td></td>
<td><strong>INFLUENZA-LIKE ILLNESS, BRONCHITIS, COMMON COLD, ASTHMA</strong></td>
<td><strong>INFLUENZA-LIKE ILLNESS, BRONCHITIS, COMMON COLD, ASTHMA</strong></td>
</tr>
<tr>
<td></td>
<td>High fever controllable with antipyretic</td>
<td>Concerns of dehydration</td>
</tr>
<tr>
<td></td>
<td>Cough</td>
<td>Suspicion of secondary bacterial infection</td>
</tr>
<tr>
<td></td>
<td>Congestion</td>
<td>Any red flags**</td>
</tr>
<tr>
<td></td>
<td>Body aches</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mild GI symptoms</td>
<td></td>
</tr>
</tbody>
</table>

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PPE/Infection Prevention and Control
- Limit attendance in your clinic to the patient in all circumstances possible
- Out of an abundance of caution, upgrade your mask and use continuous eye protection
- CPSA Guidance for Community Medical Clinics including Point of Care Risk Assessment

<table>
<thead>
<tr>
<th></th>
<th>Patient with no COVID symptoms</th>
<th>Patient with confirmed or suspected COVID symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How should I see the patient?</strong></td>
<td>Virtual or face to face</td>
<td>Virtual preferred if possible</td>
</tr>
<tr>
<td><strong>What mask/respirator should I wear face to face?</strong></td>
<td>Continuous surgical masking</td>
<td>• Seal-checked *1K-N95 OR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fit-tested N95</td>
</tr>
<tr>
<td><strong>What additional PPE should I wear face to face?</strong></td>
<td>Continuous eye protection (goggles/shield) for all staff</td>
<td>Full PPE including gown, gloves, and continuous eye protection (goggles/shield)</td>
</tr>
<tr>
<td><strong>What PPE/mask should the patient wear?</strong></td>
<td>Continuous masking (preferably surgical mask, not fabric)</td>
<td></td>
</tr>
<tr>
<td><strong>Where do I get PPE?</strong></td>
<td>Click here</td>
<td></td>
</tr>
</tbody>
</table>

*1 K-N95 respirators
- Seal check [https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-seal-checks-disposable-kn95-respirators-8-5x11.pdf](https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-seal-checks-disposable-kn95-respirators-8-5x11.pdf)

Where do I get PPE?
For a limited time, from January 4th until Feb 28th, AHS will distribute no-cost PPE to primary care physicians and their staff, pediatricians and their staff for the following:
- Gowns
- Shields
- K-N95 respirators

Order process:
- PCN member physicians may request select no-cost supplies, as per the maximums outlined, through your PCN point of contact (hub).
- Non-PCN primary care physicians and pediatricians may request select no-cost supplies, as per the maximums outlined, directly through AHS supply management, every 2 weeks. Please use this form to order through AHS.

All other PPE and supplies should be purchased through your usual process (private vendor or purchase PPE from AHS order form). N95 respirators are available for purchase through AHS.

Please email PHC@ahs.ca if you have any questions.
Options for COVID-19 Testing

1. Rapid testing for Primary Care physician and staff testing

WHO:
- Asymptomatic staff for workplace health and safety screening
  - Symptomatic staff should do a rapid test at home and NOT come to work

HOW:
- Staff/physicians should do a rapid self-test or book through AHS if they meet the criteria outlined
- Primary Care employer may access free rapid tests through government of Alberta: Rapid testing program for employers and service providers | Alberta.ca
- Non-AHS Primary Care sites must follow the CPSA POCT guidelines: Performance of Point-of-Care Testing in Unaccredited Settings: A Guideline for Non-laboratorians

REPORTING:
- Advise staff member of test result and to follow instructions, below
- Refer to Health Canada’s Interim guidance on the use of rapid antigen detection tests for the identification of SARS-CoV-2 infection
- Do NOT report staff or own rapid test results to AH/AHS public health

2. Patient testing

Rapid Tests for patients in Primary Care: not currently available, details to be provided when available

<table>
<thead>
<tr>
<th>Who should test</th>
<th>Patient rapid self-test</th>
<th>PCR through AHS testing sites</th>
<th>PCR in physician office</th>
</tr>
</thead>
<tbody>
<tr>
<td>People with COVID symptoms</td>
<td>Patient without symptoms for workplace screening</td>
<td>For people who: • meet AHS testing criteria • may be eligible for MAB</td>
<td>For people who: • can’t access AHS PCR testing, are present in clinic, and either: • meet AHS testing criteria OR • are eligible for MAB OR • are high risk</td>
</tr>
</tbody>
</table>

Access to the test
- Patient gets free rapid tests through: Rapid testing at home | Alberta.ca
- Patient books online at COVID-19 Testing / Online Booking | Alberta Health Services or calls 811
  - Check for latest testing options and process at Symptoms and testing | Alberta.ca

Patient calls PCP to determine if appropriate to do PCR test in office

How to do the test
- Follow package instructions
- How to do a PCR test in clinic

What to do with test results

Patient:
- Call PCP if feel unwell
- Follow RAG tools

Patient and Provider:
*See instructions below

Follow up PCR ONLY for people who:
- meet AHS testing criteria OR
- are eligible for MAB OR
- are high risk

Patient:
- Follow AHS instructions
- Call PCP if feel unwell
- Follow RAG tools

Patient and Provider:
*See instructions below

Provider:
- Follow COVID pathways: COVID adult pathway
- COVID pediatric pathway
When to test high risk people

People who otherwise cannot access rapid tests or testing through AHS and at least one of:

- Are symptomatic, there is a high likelihood they have COVID-19 AND a confirmed diagnosis will impact the clinical plan of care or outcomes for the person e.g., person is deteriorating and confirmed diagnosis may inform medical management
- Are most susceptible to severe outcomes of viral respiratory infection, especially those who are not fully vaccinated for COVID-19 or influenza
- Older adults (>60 years)
- People with existing chronic medical conditions (e.g., cardiovascular and liver disorders, lung disease, diabetes, high blood pressure, kidney disease, sickle cell disease, dementia or stroke) or immune compromising conditions or on immunosuppressing medication.
- Individuals with a body mass index (BMI) ≥35
- Pregnant women (may also be at an increased for adverse pregnancy outcomes, e.g., preterm birth)
- Symptomatic caregivers and employees in high risk settings (e.g., Continuing Care, Acute Care, other settings)
- Asymptomatic individuals such as:
  - Scheduled transplant donors and recipients as per guidelines
  - Starting on immunosuppressing medication

Private testing

Private testing is available, for a fee, for testing related to:

- Travel
- Accessing businesses or events participating in the Restrictions Exemption Program

More information: COVID-19 Testing / Online Booking | Alberta Health Services

Serology Testing

COVID-19 Advice for People Tested for COVID-19 | Alberta Health Services

- Serology testing for COVID-19 should NOT be used for diagnosis of acute COVID-19 infection or determining immune status. It is only available for very select clinical situations
- Serology testing is also being done in Alberta for surveillance serosurveys and research use
Monoclonal Antibody Treatment (MAB)
- Outpatient Treatment for COVID-19 | Alberta Health Services

What to do with test results (COVID-19 Rapid Testing Guidelines)

Please visit https://www.alberta.ca/assets/documents/covid19-rapid-testing-guidelines.pdf
For more details visit www.alberta.ca/covid19

In-Lab Polymerase chain reaction (PCR) Testing for Samples Collected at Primary Care

- Review When to test (PCR in physician office) for viral respiratory illness
- For PCR testing, APL recommends that physicians use a nasopharyngeal (NP) swabs in universal transport media “UTM/VTM” distributed by APL/AHS specifically for SARS-CoV-2 PCR and other respiratory virus testing.
  - Note: NP swabs are more reliable for influenza than throat swabs
  - If used, throat swabs in UTM should only be used when COVID-19 only testing is requested
- When ordering COVID-19 testing use:
  - The COVID-19 and Other Respiratory Viruses Requisition OR
  - One of the AHS clinical information systems (e.g., Connect Care, Sunrise Clinical Manager, Meditech)
- Do NOT use APTIMA ® Multitest or Unisex Swabs or Copan Eswabs for COVID-19 testing. APTIMA® swab specimen collection kits are the only collection kits available for Chlamydia trachomatis (CT) and Neisseria gonorrhoeae (GC) nucleic acid testing in Alberta as these swabs are in short supply due to global demand
- RPP (respiratory pathogen panel) mostly used for Acute Care and Congregate Care, is ordered only rarely if clinically indicated and meets the criteria.
- How to collect an NP swab
  - Written directions: Collection of a Nasopharyngeal and Throat Swab for Detection of Respiratory Infection | AHS
  - Video: Swab Tube Demo
- Follow your normal specimen labelling and transport processes
- The ordering provider is responsible for informing the patient of the COVID-19 PCR result
  - If the ordering physician is an MOH, notification will come through the public health system
References


Background

About this guidance
This guidance was developed at the direction of Alberta Health to assist community providers to screen, test and manage patients with viral respiratory illness in a COVID-19 Omicron Environment.

Over 150 individuals were engaged in the development of this guidance including:

- Primary Care Physicians across all zones
- Primary Care Networks and Zone COVID-19 committees
- Alberta Medical Association and Accelerating Change Transformation Team
- Alberta College of Family Physicians
- Canadian College of Family Physicians and Choosing Wisely
- Alberta Health Services leadership including
  - Zone Operations
  - Executive Leadership Team
  - Public Health
  - Infection Prevention and Control
  - Emergency Coordination Center
  - Corporate Communications
  - Health Link
  - Workplace Health and Safety
  - Legal
  - Maternal Newborn Child and Youth Strategic Clinical Network
  - CPSM (Contracting, Procurement and Supply Management)
- Alberta Precision Laboratories
- Alberta Health
- Indigenous Health and FNIHB
- Alberta Federation of Regulated Health Professions
- Alberta Pharmacists Association
- College of Physicians and Surgeons of Alberta
- TARRANT

Authors and conflict of interest declaration
This pathway was reviewed in January 2022. Names of participating reviewers and their conflict of interest declarations are available on request.

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### PROVIDER RESOURCES

<table>
<thead>
<tr>
<th>AHS community physician webpage</th>
<th><a href="http://www.ahs.ca/covidphc">www.ahs.ca/covidphc</a></th>
</tr>
</thead>
</table>
| AH Billing codes                | www.alberta.ca/bulletins-for-health-professionals.aspx  
| Choosing Wisely Cold Standard   | https://choosingwiselycanada.org/perspective/the-cold-standard |
| Alberta Medical Association (AMA) | https://www.albertadoctors.org/about/COVID-19 |
| ACFP                             | https://acfp.ca/tools-resources/covid-19-resources/ |

### COVID-19 AND INFLUENZA IMMUNIZATION RESOURCES

| AHS                     | COVID-19 Immunization FAQ for Community Physicians  
|-------------------------|---------------------------------------------------|
|                         | Influenza Immunization  
                                           | www.albertahealthservices.ca/influenza/influenza.aspx |
| Government of Alberta   | COVID-19 vaccine: questions and answers  
| Alberta Medical Association | Be a Vaccine Positive Clinic (toolkit)  
                                           | www.albertadoctors.org/about/COVID-19/vaccine-positive-clinic-toolkit |
                                           | ProTCT Plan for the COVID-19 Vaccine Discussion |
                                           | https://www.cmpa-acpm.ca/en/covid19/vaccination |
| University of Calgary    | Vaccine Hesitancy Guide  
                                           | www.vhguide.ca/ |
# PATIENT RESOURCES (1 of 2)

<table>
<thead>
<tr>
<th>COVID-19 Websites &amp; Self-Management Resources</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Government of Alberta Isolation and quarantine requirements</td>
<td></td>
</tr>
<tr>
<td><a href="https://www.alberta.ca/isolation.aspx">https://www.alberta.ca/isolation.aspx</a></td>
<td></td>
</tr>
<tr>
<td>COVID-19: Information for Albertans (AHS)</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.albertahealthservices.ca/topics/Page16944.aspx">www.albertahealthservices.ca/topics/Page16944.aspx</a></td>
<td></td>
</tr>
<tr>
<td>COVID-19 info for Albertans (Government of Alberta)</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.alberta.ca/coronavirus-info-for-albertans.aspx">www.alberta.ca/coronavirus-info-for-albertans.aspx</a></td>
<td></td>
</tr>
<tr>
<td>COVID-19: How to Manage Symptoms (MyHealth.Alberta)</td>
<td></td>
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<tr>
<td>Coronavirus disease (COVID-19): How to manage symptoms <em>(alberta.ca)</em></td>
<td></td>
</tr>
<tr>
<td>COVID-19: Care Instructions (MyHealth.Alberta.ca Network)</td>
<td></td>
</tr>
<tr>
<td>Coronavirus disease (COVID-19): Care instructions <em>(alberta.ca)</em></td>
<td></td>
</tr>
<tr>
<td>COVID-19: What you need to know (MyHealth.Alberta.ca Network)</td>
<td></td>
</tr>
<tr>
<td><a href="https://myhealth.alberta.ca/Alberta/Pages/COVID-What-you-need-to-know.aspx">https://myhealth.alberta.ca/Alberta/Pages/COVID-What-you-need-to-know.aspx</a></td>
<td></td>
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| Post-COVID-19 Resources                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Alberta Healthy Living Program: COVID-19 classes for Albertans - Helping You Feel Better After COVID-19                           |
| These classes are open to **all zones/any Albertan** over the age of 18 and are free of charge                                  |
| Getting Healthy After COVID-19                                                                                                  |
| [www.albertahealthservices.ca/topics/Page17397.aspx](http://www.albertahealthservices.ca/topics/Page17397.aspx)                   |

| COVID-19 Translated Resources                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| How to care for a COVID-19 Patient at Home (available in different languages)                                                 |
| [www.albertahealthservices.ca/topics/Page17026.aspx](http://www.albertahealthservices.ca/topics/Page17026.aspx)                   |
| Translated resources: COVID-19 videos, webinars, podcasts available in multiple languages                                      |
| Alberta International Medical Graduates Association (HealthHub for Newcomers): [https://aimga.ca/healthhub](https://aimga.ca/healthhub) |

| Mental Health Resources                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Mental Health resources (AHS)                                                                                                  |
| [www.albertahealthservices.ca/topics/Page17311.aspx](http://www.albertahealthservices.ca/topics/Page17311.aspx)                   |
| Mental Health Helpline                                                                                                        |
| Phone 1-877-303-2642 for 24/7 assistance                                                                                        |
| Help in Tough Times – resource page                                                                                           |
| [www.albertahealthservices.ca/amh/Page16759.aspx](http://www.albertahealthservices.ca/amh/Page16759.aspx)                     |
| Togetherall • Clinically moderated free online peer-to-peer mental health community                                              |
| A safe community to support your mental health, 24/7                                                                        |
| • [https://togetherall.com/en-ca](https://togetherall.com/en-ca)                                                              |

*Patient resources continue on next page*
**PATIENT RESOURCES (2 of 2)**

<table>
<thead>
<tr>
<th>Mental Health Resources cont’d</th>
<th>COVID-19 Supporting Mental Health &amp; Wellness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text 4 Hope</td>
<td>• Free daily text messaging services</td>
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<tr>
<td></td>
<td>• <a href="http://www.albertahealthservices.ca/topics/Page17019.aspx">www.albertahealthservices.ca/topics/Page17019.aspx</a></td>
</tr>
</tbody>
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<thead>
<tr>
<th>Smoking Cessation Resources</th>
<th>There is increasing evidence that smoking cessation may help to reduce the impact of COVID-19.</th>
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<tbody>
<tr>
<td>Smoking cessation</td>
<td><a href="http://www.albertaquits.ca/topics/smoking-vaping-covid-19">www.albertaquits.ca/topics/smoking-vaping-covid-19</a></td>
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</tbody>
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<tr>
<th>Advanced Care Planning</th>
<th>Patients should also be counseled on advanced care planning, including: choosing an agent, communicating their values and documenting these in a Personal Directive.</th>
</tr>
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<tbody>
<tr>
<td>Advanced care planning</td>
<td><a href="http://www.conversationsmatter.ca">www.conversationsmatter.ca</a></td>
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