

Quick Guide: Resources for Primary Care to Support COVID-19 Care in Communities

Primary care physicians and Primary Care Networks (PCNs) are critical to the provincial COVID-19 response. This quick guide summarizes resources that can assist primary care providers give safe, timely, comprehensive care in the medical home for people who are symptomatic, suspected, have tested positive or are recovering from COVID-19.

Summary:

- Attachment to a primary care physician and maintaining continuity of care are critical during COVID-19
- Physicians and teams strive to provide continuous care to patients who are symptomatic, suspected, have tested positive or are recovering from COVID-19 through safe methods including virtual options
- Evidence informed zone care pathways provide a guide to supporting safe care in medical homes

Resource	Purpose	More information
1. Community physician webpage (AHS)	The central source of COVID-19 information for community physicians. Includes infection prevention and control, testing and other resources for practice.	www.ahs.ca/covidphc
2. Zone pathways (AHS & PCN)	Zone-developed pathways to guide care of COVID-19 in community physician practices and PCNs (both adult and pediatric)	<ul style="list-style-type: none"> • Central zone adult pathway • Calgary zone pathways • Edmonton zone pathways
3. Guideline for care in community (AHS)	Guides monitoring care in the community so continuity of care is maintained. For patients with presumed and confirmed COVID-19.	Community care guideline
4. Community physician screening and testing algorithm (AHS)	Guides screening and testing for COVID-19 in the community.	Community physician screening and testing algorithm
5. Specialist advice support	Tele-advice (phone) for primary care providers in Alberta to get specialist advice about caring for presumed and confirmed COVID-19 patients, who are recovering at home.	COVID-19 specialist advice for primary care
6. Personal Protective Equipment (PPE) for	Guides best practice and procurement of PPE.	<ul style="list-style-type: none"> • PPE for PCNs and PCN physicians

PCNs and physicians (AHS)		<ul style="list-style-type: none"> • PPE for specialists and primary care physicians who are not a member of a PCN
7. Virtual care (AMA and CPSA)	Provides virtual care tools to support care in medical homes.	<ul style="list-style-type: none"> • AMA virtual care • CPSA Virtual care
8. Community physician FAQ (AHS)	Answers common questions on issues impacting community physicians.	COVID-19 FAQ for community physicians
9. Rehab advice line (AHS)	Help for patients to recover from injury, orthopedic surgery, COVID-19 or manage a neurological condition.	Rehab advice line 1-833-379-0563
10. Email support (AHS)	Community physicians can request support for issues related to care of COVID-19, in their practices, PPE, isolation guidance and resource navigation.	phc@ahs.ca
11. Relaunch checklist (AMA)	Assess your clinic's readiness to respond to the re-opening. The checklist is organized by steps to take within each room of the clinic.	Relaunch Checklist
12. Panel Management (AMA)	Primary care physicians and PCN leaders share their experience and tips in the webinar. Get panel management tools in the algorithm.	AMA Webinar Select May 1st webinar AMA Clinic Management Algorithm