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 help primary care providers give safe, timely, comprehensive care in the medical home for people who are symptomatic of, suspected of, have tested positive for 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 of, suspected of, have tested positive for 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.

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<th>Resource</th>
<th>Purpose</th>
<th>More information</th>
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<td>1. Community physician webpage (AHS)</td>
<td>The central source of COVID-19 information for community physicians; includes information on vaccines, patient care, infection prevention and control, testing and other resources for practice</td>
<td><a href="http://www.ahs.ca/covidphc">www.ahs.ca/covidphc</a></td>
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| 2. Zone pathways (AHS & PCN) | Zone-developed pathways to guide care of COVID-19 in community physician practices and PCNs (both adult and pediatric) | • Calgary zone pathways  
• Central zone pathways  
• Edmonton zone pathways  
• North zone pathways |
| 3. Community physician screening and testing algorithm (AHS) | Screening and testing guides for COVID-19 in the community | Community physician screening and testing algorithm |
| 4. 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 |
| 5. Personal Protective Equipment (PPE) for PCNs and physicians (AHS) | Best practice and procurement of PPE guides | • PPE for PCNs and PCN physicians  
• PPE for specialists and primary care physicians who are not a member of a PCN |
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| **6. Virtual care (AMA and CPSA)** | Virtual care tools to support care in medical homes | **AMA virtual care**  
**CPSA Virtual care** |   |
| **7. Community physician FAQ (AHS)** | Common questions on issues impacting community physicians | **Immunization FAQ for Community Physicians**  
**Infection, Prevention and Control (IPC) and Exposure FAQ for Community Physicians**  
**Patient Care and Testing FAQ for Community Physicians** |   |
| **8. 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 |   |
| **9. 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** |   |
| **10. 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**  
**AMA Clinic Management Algorithm** |   |