Provincial Primary Care COVID-19 Adult Pathway

*Pathway is being continually reviewed and updated as required*

**Rapid deterioration is most common during the second week after symptom onset**

- Confirm or suspected COVID-19 patient. Establish/confirm date of symptom onset.
- Does patient have any of the following? **Red flags**
  - Respiratory symptoms
  - Red flags
  - Safety net flags
- Safety net flags
- **Risk Stratify Patient**
  - **High risk:** Monitor daily x 10 days or until symptoms improve/resolve; self-monitor for remaining 4 days to a total of 14 days post symptom onset
  - **Average risk:** Monitor Q2 days x 7 days; self-monitor 7 more days
  - **Low risk:** Consider self-monitoring only; provide patient the self-management resources with a plan for deterioration and isolation requirements
- **Determine health status today. Reinforce isolation**
  - Patient reports feeling worse
  - Screen for red flags
  - Red flags
- Flags present
- **Breathing Assessment Questions**
  - **If positive:** Screen for red flags
  - **If negative:** Continue below
  - **Questions**
  - **Red flags**
- **What support is required?**

**What support is required?**

- Call 9-1-1
- **URGENT <1-hours assessment:**
  - RAAPID North: 780-735-0811
  - RAAPID South: 403-944-4486
- **COVID-19 daytime advice (by zones):**
  - Specialist LINK tele-advice (Calgary & South)
  - ConnectMD tele-advice (Central, Edmonton, North)
  - Local resources in your region
- **SEMI-URGENT assessment in residence:**
  - Community Paramedic Program
- **NON-URGENT advice:**
  - Alberta Netcare eReferral Advice

- **F/up every 24 hrs until stable x 14 days total.**
  - If clinical concerns consider tele-advice:
    - SpecialistLINK: Calgary & South
    - ConnectMD: Edmonton, Central & North

- **From onset of symptoms:**
  - **High risk:** F/up daily x 10 days or until symptoms improve or resolve
  - **Average risk:** F/up Q2 days x 7 days; self-monitor for additional 7 days
  - **Low risk:** Consider self-monitoring only; if additional non-urgent clinical questions during management, consider eReferral Advice

- **eReferral Advice Request**
  - Specialist LINK
  - Connect MD

- **Post-COVID-19**

**Health Canada recently approved the use of an outpatient monoclonal antibody treatment for eligible adults with mild to moderate COVID-19 symptoms within five days of symptoms onset.**

**FAQ for providers & eligibility criteria**

**More info:**

**Website**

**Expanded details**

**Provider resources**

**Patient resources**

Updated Dec. 22, 2021 Page 1 of 10
EXPANDED DETAILS

This pathway is intended to be followed for patients who are confirmed or suspected COVID-19 positive.

Risk Stratification

<table>
<thead>
<tr>
<th>High Risk</th>
<th>Average Risk</th>
<th>Lower Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients with any of the safety net flags</td>
<td>40-60 years old with no medical comorbidities</td>
<td>Otherwise healthy adults</td>
</tr>
<tr>
<td>Patients with symptom deterioration</td>
<td></td>
<td>No comorbidities</td>
</tr>
<tr>
<td>Any age with medical comorbidities*</td>
<td></td>
<td>No safety net flags</td>
</tr>
<tr>
<td>Age &gt; 60</td>
<td>Age 1-39 years old with no medical comorbidities</td>
<td></td>
</tr>
<tr>
<td>Pregnancy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any age who is immunocompromised</td>
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<td></td>
</tr>
</tbody>
</table>

*For example: lung disease, heart disease, hypertension, diabetes, kidney disease, liver disease, dementia, stroke, obesity, cancer

Safety Net Flags

- 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
- Unable to self-manage

Isolation and Quarantine Information

**Isolation**: Albertans are legally required to isolate for 10 days if they test positive or have any core symptoms that are not related to a pre-existing illness or health condition.

**Quarantine**: As of July 29, close contacts of positive cases are no longer required to quarantine for 14 days (but still recommended).

Visit [Isolation and quarantine requirements | Alberta.ca](https://www.alberta.ca/health/06-health-06-28-isolation-and-quarantine.aspx) for more information on isolation and quarantine.

Respiratory hygiene practices (e.g. hand washing, covering your cough, social distancing, wearing a mask, etc.) continue to be strongly encouraged. Visit [COVID-19 Prevention & Protection | AHS](https://www.ahs.ca/covid-19/facts-prevention) for more information.
Red Flags

- 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

Additional Red Flags For Maternity Patients

- 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 COVID-19 illness, this is a red flag
## Red Flags: More information

<table>
<thead>
<tr>
<th>Level of Management</th>
<th>Clinical Presentation</th>
<th>Available Support and Resources</th>
</tr>
</thead>
</table>
| **EMERGENT management:** | • Patient has impaired level of consciousness  
• Patient has severe respiratory distress (documented hypoxia, breathless at rest, unable to speak in short sentences)  
• New weakness with inability to ambulate independently | Call 9-1-1 |
| **URGENT <1-hours assessment** | • Patient clinically stable (see Emergent Management criteria)  
• Patient may require hospitalization or transfer | Call RAAPID  
RAAPID North (for patients north of Red Deer): 1-800-282-9911 or 780-735-0811  
RAAPID South (for patients in and south of Red Deer): 1-800-661-1700 or 403-944-4486  
RAAPID website: [RAAPID | Alberta Health Services](#) |
| **SEMI-URGENT <24-hour assessment in residence** | • Patient needs in home assessment | Call Community Paramedics Response Team Program  
Central, Edmonton, & North Zones: Call 1-833-367-2788 for same day referrals  
Calgary & South Zone: Call 1-855-491-5868 for same day referrals  
About:  
• Program provides responsive urgent mobile healthcare by facilitating in community assessment, treatment and diagnostics in collaboration with the patient’s care providers.  
• Response time is confirmed upon receipt of referral based upon patient acuity or when service is requested.  
• Upon receipt of referral a community paramedic will be dispatched to the patients dwelling where they will conduct a comprehensive assessment and develop a customized care plan after consultation with the patient’s most responsible healthcare prescriber.  
• A detailed record of the patient encounter will be sent to the patients' healthcare team.  
• Website: [Community Paramedics Response Team program](#)  
Where:  
• Paramedic teams have locations in each zone, but the program is not available in all areas of the province.  
• Paramedic teams provide coverage within a 50km distance from their home location.  
• Locations are listed on the website as well as in [Alberta Referral Directory](#) |
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</thead>
</table>
| SEMI-URGENT <24-hour assessment in residence | • See above                                                                             | **Hours:** 6:00 am to 10:00 pm 7 days a week  
*The referring physician must be able to consult with the community paramedic when they are with the patient for treatment orders as well as to ensure proper follow up.  
**Referral Form:**  
Access the referral form through [Alberta Referral Directory](https://www.alberta.ca/referral-directory) (search ‘Mobile Integrated Healthcare’)  
OR through the website (under “Forms & Information”) [EMS Mobile Integrated Healthcare – Community Paramedicine | Alberta Health Services](https://www.ems.ca) |
| NON-URGENT daytime advice: | • You are unsure of the best course of management in a deteriorating patient who is clinically stable (see Emergent Management criteria) | **Contact Connect MD Tele-advice (North, Edmonton & Central Zones)**  
Visit [ConnectMD](http://connectmd.ca) or call/text: 1-844-633-2263  
• Hours: Monday to Thursday, 9 a.m. to 6 p.m. and Fridays, 9 a.m. to 4 p.m. (except statutory holidays)  
*Summer hours: Monday 10 a.m - 4 p.m; Friday 9 a.m - 2p.m; other days same as above  
• Providers can expect to receive a call-back within two to three hours  
• Adult and pediatric tele-advice lines  
**Contact Specialist LINK Tele-advice (Calgary & South Zones)**  
Visit [Specialistlink.ca](http://specialistlink.ca) or call: 1-844-962-5465  
• Hours: 8 a.m. to 5 p.m. from Monday to Friday (except statutory holidays)  
• Providers can expect to receive a call-back within one hour  
**Contact local resources in your regional centres** |
| NON-URGENT advice | • You have non-urgent COVID-19-related questions and require electronic advice            | **Alberta Netcare eReferral Advice**  
• Use the eReferral Advice Request option for non-urgent questions requiring advice within 2-5 days  
• Go to [www.albertanetcare.ca/eReferral.htm](http://www.albertanetcare.ca/eReferral.htm) for instructions on how to submit an advice request. |

Tele-advice source: [COVID-19 tele advice for primary care (albertahealthservices.ca)](https://www.albertahealthservices.ca/clinicians/covid19/teleadvice/)
Breathing Assessment Questions

- How is your breathing?
- Is it worse today than yesterday?
- What does your breathing prevent you from doing?

For symptoms persisting longer than 14 days from onset

Patients should continue to be monitored until symptom remission. If the patient remains symptomatic after 10 days, they should be monitored for an additional four days – a total of two weeks after symptoms started. They should continue to isolate.

Many patients experience ongoing symptoms past 14 days, such as residual cough or fatigue. If these patients have clearly improved, these residual symptoms can likely be managed with conservative care and reassurance.

Post-COVID-19

Patients who are considered recovered from a COVID-19 infection can continue to exhibit long lasting symptoms for weeks or months, such as breathing difficulties or feeling short-of-breath, loss of smell and taste, cognitive changes, and fatigue. These long lasting symptoms have been referred to as “post COVID-19” or “long COVID-19” and can impact physical and mental wellbeing, and increase use of health care resources.

Source: COVID-19 Recovery & Rehabilitation After COVID-19: Resources for Health Professionals | Alberta Health Services

Resources for patients are listed under Patient Resources (see last page), including COVID-19 classes for Albertans, Helping You Feel Better After COVID-19, offered through Alberta Healthy Living Program.

Next page: Post-COVID-19 Advice Options table
## Post-COVID-19 Advice Options

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<tr>
<th>COVID-19 Tele-advice</th>
<th>Contact ConnectMD or Specialist LINK if:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Patients have persistent, increased, or new onset of severe or worrisome symptoms such as chest pain, dyspnea, or fever</td>
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<tr>
<td><strong>North, Edmonton &amp; Central Zones:</strong></td>
<td>Visit ConnectMD or call/text: 1-844-633-2263</td>
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<tr>
<td><strong>Calgary &amp; South Zones:</strong></td>
<td>Visit Specialistlink.ca or call: 1-844-962-5465</td>
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<table>
<thead>
<tr>
<th>Rehabilitation Advice Line</th>
<th>Call 1-833-379-0563 from anywhere in Alberta to receive advice on post-COVID-19 rehabilitation needs such as:</th>
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<tbody>
<tr>
<td></td>
<td>• Returning to daily activities</td>
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<td></td>
<td>• Support with exercises/strengthening programs</td>
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<td></td>
<td>• Getting assistance with finding in-person or virtual rehabilitation programs</td>
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<td></td>
<td>Available for patients and providers. For more information, visit <a href="http://www.ahs.ca/ral">www.ahs.ca/ral</a></td>
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<tbody>
<tr>
<td></td>
<td>• Calgary Zone: <a href="https://www.specialistlink.ca/assets/pdf/CZ_LongCOVID_Pathway-1638813464.pdf">https://www.specialistlink.ca/assets/pdf/CZ_LongCOVID_Pathway-1638813464.pdf</a></td>
</tr>
<tr>
<td></td>
<td>• Central Zone: (in development)</td>
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<td></td>
<td>• Edmonton Zone: <a href="http://pcnconnectmd.com">pcnconnectmd.com</a></td>
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<td></td>
<td>• North Zone: (in development)</td>
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<td>• Chinook PCN: (in development)</td>
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<thead>
<tr>
<th>Post-COVID-19 Clinics</th>
<th><strong>Calgary Zone</strong></th>
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<tr>
<td></td>
<td>Please see the Calgary Zone Long COVID pathway for more information <a href="https://www.specialistlink.ca/assets/pdf/CZ_LongCOVID_Pathway-1638813464.pdf">https://www.specialistlink.ca/assets/pdf/CZ_LongCOVID_Pathway-1638813464.pdf</a></td>
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<tr>
<th></th>
<th><strong>Edmonton &amp; North Zones</strong></th>
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<tbody>
<tr>
<td></td>
<td>• Edmonton North PCN COVID-19 Recovery Clinic</td>
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<tr>
<td></td>
<td>o More information: <a href="http://www.pcncovidhub.ca">www.pcncovidhub.ca</a></td>
</tr>
<tr>
<td></td>
<td>• Post-COVID-19 Pulmonary Clinic for Family Doctors</td>
</tr>
<tr>
<td></td>
<td>o Run out of the Kaye Edmonton Clinic</td>
</tr>
</tbody>
</table>
BACKGROUND

About this Pathway

The Primary Care COVID-19 Adult Pathway was originally developed in 2020 as part of the Calgary Zone’s Specialist LINK initiative. Following the emergence of the COVID-19 pandemic, a team that included specialists from Respirology and Infectious Disease, AHS Primary Health Care, Primary Care Networks and members of the Calgary Zone Specialty Integration Task Group developed this pathway to help support family physicians to care for patients with COVID-19 in the community.

Based on the successful adoption of the Primary Care COVID-19 Adult Pathway within the Calgary Zone, and adapted versions of this pathway in other zones, in 2021 AHS Primary Health Care led an initiative to validate the applicability of the pathway for Alberta and to foster adoption of the pathway across the province, including adapting the pathway for use in primary care within the context of a post-pandemic environment.

This pathway includes hyperlinks and is intended to be used as an electronic tool.

Authors & Conflict of Interest Declaration

Names of participating reviewers and their conflict of interest declarations are available on request.

Pathway review process, timelines

This primary care pathway was created with up to date knowledge at the time it was created (August 2021). It will be reviewed on a consistent basis as the knowledge and process base evolves. If you have concerns or feedback please email phc@ahs.ca and enter ‘COVID-19 pathway feedback’ in the subject line.

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### PROVIDER RESOURCES

#### COVID-19 Resources

<table>
<thead>
<tr>
<th>Greenhalgh Trisha, Koh Gerald Choon Huat, Car Josip. Covid-19: a remote assessment in primary care BMJ 2020; 368:m1182</th>
<th><a href="www.bmj.com/content/bmj/368/bmj.m1182.full.pdf">www.bmj.com/content/bmj/368/bmj.m1182.full.pdf</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Information for Primary Care Providers: novel coronavirus (COVID-19)</td>
<td><a href="www.albertahealthservices.ca/topics/Page16956.aspx">www.albertahealthservices.ca/topics/Page16956.aspx</a></td>
</tr>
<tr>
<td>Specialist LINK COVID-19 Resources</td>
<td><a href="www.specialistlink.ca/covid19/covid19-resources.cfm">www.specialistlink.ca/covid19/covid19-resources.cfm</a></td>
</tr>
<tr>
<td>Scientific Advisory Group</td>
<td><a href="www.albertahealthservices.ca/topics/Page17074.aspx">www.albertahealthservices.ca/topics/Page17074.aspx</a></td>
</tr>
</tbody>
</table>

#### Alberta Public Health Disease Management Guidelines


#### Smoking, Vaping and COVID-19

| Smoking cessation: healthcare provider | COVID-19 | Alberta Healthcare Providers [www.albertaquits.ca](www.albertaquits.ca) |

#### Post-COVID-19 Resources

| Recovery & Rehabilitation After COVID-19: Resources for Health Professionals | [www.albertahealthservices.ca/topics/Page17540.aspx](www.albertahealthservices.ca/topics/Page17540.aspx) |

#### COVID-19 Vaccine Awareness Program (CVAP)

| Physicians who have called patients via telephone or videoconference to address concerns related to COVID-19 Vaccine may claim HSC 03.01CC. Click on link for more information. | [https://open.alberta.ca/publications/bulletin-alberta-health-care-insurance-plan-medical-services](https://open.alberta.ca/publications/bulletin-alberta-health-care-insurance-plan-medical-services) |

#### Advanced Care Planning

| Advanced care planning | [www.albertahealthservices.ca/info/Page9099.aspx](www.albertahealthservices.ca/info/Page9099.aspx) |
### PATIENT RESOURCES

#### COVID-19 Websites & Self-Management Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19: Information for Albertans (AHS)</td>
<td><a href="https://www.albertahealthservices.ca/topics/Page16944.aspx">https://www.albertahealthservices.ca/topics/Page16944.aspx</a></td>
</tr>
<tr>
<td>COVID-19: What you need to know (MyHealth.Alberta.ca Network)</td>
<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>
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#### Post-COVID-19 Resources

<table>
<thead>
<tr>
<th>Resource</th>
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</thead>
<tbody>
<tr>
<td>Alberta Healthy Living Program: COVID-19 classes for Albertans - Helping You Feel Better After COVID-19</td>
<td>These classes are open to all zones/any Albertan over the age of 18 and are free of charge <a href="https://www.albertahealthservices.ca/assets/programs/ps-cdm-calgary-after-covid-19-online-courses.pdf">https://www.albertahealthservices.ca/assets/programs/ps-cdm-calgary-after-covid-19-online-courses.pdf</a></td>
</tr>
<tr>
<td>Getting Healthy After COVID-19</td>
<td><a href="https://www.albertahealthservices.ca/topics/Page17397.aspx">https://www.albertahealthservices.ca/topics/Page17397.aspx</a></td>
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#### COVID-19 Translated Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19: How to care for a COVID-19 Patient at Home (available in different languages)</td>
<td><a href="https://www.albertahealthservices.ca/topics/Page17026.aspx">https://www.albertahealthservices.ca/topics/Page17026.aspx</a></td>
</tr>
<tr>
<td>Translated resources: COVID-19 videos, webinars, podcasts available in multiple languages</td>
<td>Alberta International Medical Graduates Association: <a href="https://aimga.ca/healthhub/">https://aimga.ca/healthhub/</a></td>
</tr>
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</table>

#### Mental Health Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>URL</th>
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</thead>
<tbody>
<tr>
<td>Mental Health resource page</td>
<td><a href="https://www.albertahealthservices.ca/topics/Page17311.aspx">https://www.albertahealthservices.ca/topics/Page17311.aspx</a></td>
</tr>
<tr>
<td>Mental Health Helpline</td>
<td>Phone 1-877-303-2642 for 24/7 assistance</td>
</tr>
<tr>
<td>Help in Tough Times – resource page</td>
<td><a href="https://www.albertahealthservices.ca/amh/Page16759.aspx">https://www.albertahealthservices.ca/amh/Page16759.aspx</a></td>
</tr>
<tr>
<td>Togetherall Clinically moderated free online peer-to-peer mental health community</td>
<td><a href="https://togetherall.com/en-ca/">https://togetherall.com/en-ca/</a></td>
</tr>
<tr>
<td>Text For Hope Free daily text messaging services</td>
<td><a href="https://www.albertahealthservices.ca/topics/Page17019.aspx">https://www.albertahealthservices.ca/topics/Page17019.aspx</a></td>
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#### Smoking Cessation Resources

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>Smoking cessation</td>
<td>There is increasing evidence that smoking cessation may help to reduce the impact of COVID-19. <a href="http://www.albertaquits.ca/topics/smoking-vaping-covid-19">www.albertaquits.ca/topics/smoking-vaping-covid-19</a></td>
</tr>
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#### Advanced Care Planning

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<tbody>
<tr>
<td>Advanced care planning</td>
<td>Patients should also be counseled on advanced care planning, including: choosing an agent, communicating their values and documenting these in a Personal Directive. <a href="http://www.Conversationsmatter.ca">www.Conversationsmatter.ca</a></td>
</tr>
</tbody>
</table>