

# COVID-19 in the community preparation checklist

## Part two – Pandemic Planning

*This checklist is to be used as a guide only and to help prepare for COVID-19 in the community and can be used as evidence for accreditation and quality improvement activities.*

Task	Details
<p><b>Communication</b></p> <p><b>Health Pathways login details</b></p> <p><i>Central Queensland</i> Username: uscentralqld Password: pwcentralqld</p> <p><i>Wide Bay</i> Username: userwb Password: pwwb</p> <p><i>Sunshine Coast &amp; Gympie:</i> Username: usersc Password: pwsc</p> <p><b>See Triage section below for further information</b></p>	<p><b>Internal Staff Communication</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> appointing a communication leader for internal communication</li> <li><input type="checkbox"/> visiting key websites for daily updates and ensure that the practice team has access to the most up to date information</li> <li><input type="checkbox"/> a clear process to disseminate information daily to the practice team</li> <li><input type="checkbox"/> regular staff communication/meetings and ensure staff understand any updates</li> <li><input type="checkbox"/> preparing a list of key contact details within easy reach for all staff</li> <li><input type="checkbox"/> regularly acknowledging the efforts of your team</li> <li><input type="checkbox"/> regular check-ins for staff wellbeing</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">QLD Health contact tracing and health alerts</a></li> <li>• <a href="#">Department of Health - Health Alerts</a></li> <li>• <a href="#">Our PHN Website</a></li> <li>• <a href="#">HealthPathways</a></li> <li>• <a href="#">Coronavirus WorkSafe.qld.gov.au</a></li> <li>• <a href="#">Mentally Health Workplaces during COVID-19</a></li> </ul> <p><b>Patient Communication</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> appointing a communication leader with a focus on patient centred communication</li> <li><input type="checkbox"/> focusing on updating all patient contact details (including emergency contacts and Next of Kin) in preparation for remotely managing COVID-19 patients</li> <li><input type="checkbox"/> monitoring, maintaining and updating current and relevant information for your patients. This can include/but not limited to on hold phone message, SMS messages, online booking systems, web page, social media posts, posters/signage and other hard copy visual information</li> </ul> <p style="padding-left: 40px;">Tip: refer to the POPGUNS triage guide</p> <p><b>External contractors or other stakeholders' communication</b></p> <p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> appointing a communication leader with a focus on external communication</li> <li><input type="checkbox"/> sharing your practice policy to ensure external providers understand requirements regarding visiting your practice. This can include but not</li> </ul>

	limited to suppliers, delivery drivers, cleaners, gardeners, pathology, vaccine delivery, post, drug reps, etc.	
	<b>Person responsible</b>	<b>Comments and completion date</b>
<b>Triage and appointment scheduling</b>	<p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> placing up-to-date triage guides at all workstations</li> <li><input type="checkbox"/> upskilling practice team with triage and managing difficult situations</li> <li><input type="checkbox"/> adapting triage script and processes as current COVID situation evolves</li> <li><input type="checkbox"/> the structure of your appointment book, does this need to be adapted?</li> </ul> <p>For example:</p> <ul style="list-style-type: none"> <li>• telehealth in the morning and face-to-face consults in afternoon to ensure a clear division between staffing flows in case of a positive case</li> <li>• reserving several appointments each day for ‘on the day’ urgent appointments</li> <li>• grouping appointment types, e.g. childhood immunisations</li> </ul> <ul style="list-style-type: none"> <li><input type="checkbox"/> limiting the number of people attending a consultation and reducing appointment length to limit risk of transmission</li> <li><input type="checkbox"/> ensuring all team members are working within their scope of practice</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• See <a href="http://www.ourphn.org.au/novel-coronavirus-latest-updates/">www.ourphn.org.au/novel-coronavirus-latest-updates/</a> for latest POPGUNS triage guide</li> <li>• <a href="#">HotDoc Webinar - Triage</a></li> <li>• <a href="#">AVANT Dealing with difficult patients</a></li> <li>• <a href="#">RACGP Telephone and video consultations in General Practice</a></li> <li>• <a href="#">COVID-19 Temporary MBS Telehealth Services</a></li> </ul>	
	<b>Person responsible</b>	<b>Comments and completion date</b>
<b>Business considerations</b>	<p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> reviewing policies and procedures for staff who may need to self-isolate or quarantine</li> <li><input type="checkbox"/> reviewing workplace health and safety guidelines</li> <li><input type="checkbox"/> staff vaccinations:                         <ul style="list-style-type: none"> <li>• reviewing policy on mandatory staff vaccinations – align with current Public Health Direction</li> <li>• updating staff vaccination records</li> <li>• identify vaccine hesitancy amongst staff and provide appropriate counselling</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li><input type="checkbox"/> reviewing Business Continuity Plan and Emergency Response Plan</li> <li><input type="checkbox"/> different scenarios and conducting practice drills with staff to ensure readiness e.g. if the practice has a positive COVID case</li> <li><input type="checkbox"/> structure of workforce</li> <li><input type="checkbox"/> encouraging staff to share their skills and knowledge</li> <li><input type="checkbox"/> outline roles and responsibilities of all staff members</li> <li><input type="checkbox"/> updating and maintaining staff training register</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Workers in a healthcare setting (COVID-19 Vaccination Requirements) Direction</a></li> <li>• <a href="#">RACGP Webinar: Addressing vaccine hesitancy and refusal</a></li> <li>• <a href="#">Staff immunisation record template</a></li> <li>• <a href="#">Business Continuity Plan</a></li> <li>• <a href="#">Emergency Response Plan</a></li> <li>• <a href="#">COVID Safety Plan template</a></li> <li>• <a href="#">Safe Work Australia – COVID-19 Information for Workplaces</a></li> <li>• <a href="#">RACGP Managing Emergencies and Pandemics</a></li> <li>• <a href="#">Managing Pandemic Influenza toolkit</a></li> <li>• <a href="#">Department of Health Work Permissions and Restrictions Framework</a></li> </ul>				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%; text-align: left;">Person responsible</th> <th style="text-align: left;">Comments and completion date</th> </tr> </thead> <tbody> <tr> <td style="height: 50px;"></td> <td></td> </tr> </tbody> </table>	Person responsible	Comments and completion date		
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<p><b>Physical considerations</b></p>	<p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> updating your COVID Safe Plan to reflect current COVID situation</li> <li><input type="checkbox"/> re-organising clinic to minimise cross infection (incl staff at increased risk) and delaying non-urgent and non-essential services</li> <li><input type="checkbox"/> layout of practice including waiting rooms, outdoor areas, reception, consultation rooms, treatment rooms and staff rooms</li> <li><input type="checkbox"/> patient flow (e.g. different entry/exit)</li> <li><input type="checkbox"/> reviewing placement and necessity of practice equipment, (e.g. resuscitation trolley)</li> <li><input type="checkbox"/> decluttering to reduce the cleaning burden</li> <li><input type="checkbox"/> physical distancing and mask requirements</li> <li><input type="checkbox"/> placing concise, visual alert signs both inside and outside of the practice</li> <li><input type="checkbox"/> utilising 'Check in QLD' posters for visitors and contractors</li> <li><input type="checkbox"/> reviewing the setup of workstations:             <ul style="list-style-type: none"> <li>• appropriate information and resources (e.g. COVID management guidelines)</li> <li>• duress systems</li> <li>• environmental cleaning (e.g. wipes, hand sanitiser)</li> </ul> </li> <li><input type="checkbox"/> conducting internal and external risk assessments</li> <li><input type="checkbox"/> upskilling staff</li> </ul>				

	<p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">COVID Safe Businesses   Queensland Government</a></li> <li>• <a href="#">Check In Qld app   Queensland Government</a></li> <li>• Poster - <a href="#">Break the chain of transmission</a></li> </ul>				
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<p><b>Infection prevention and control</b></p> <ul style="list-style-type: none"> <li>• <i>Fit-testing is required under AS/NZS 1715:2009 for use of P2/N95 respirators. Fit testing is usually done annually.</i></li> <li>• <i>Once the right size and type is found, masks should be fit checked on each occasion of use.</i></li> <li>• <i>It is recommended that all facial hair is removed to ensure an airtight protective seal.</i></li> </ul>	<p><b>Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> nominating an infection prevention and control lead (or pandemic coordinator)</li> <li><input type="checkbox"/> monitoring stock levels and engage with suppliers</li> <li><input type="checkbox"/> upskilling staff in infection prevention and control (incl cleaning staff)</li> <li><input type="checkbox"/> reviewing, sharing and monitoring compliance with infection prevention and control policy and plan</li> <li><input type="checkbox"/> displaying the practice hierarchy of controls</li> <li><input type="checkbox"/> screening measures on entry e.g. temperature checks, rapid COVID testing</li> </ul> <p><b>PPE Consider:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> following the guidance on the use of PPE</li> <li><input type="checkbox"/> fit testing staff for P2 masks</li> <li><input type="checkbox"/> regularly monitoring of QLD health advice on community risk and PPE escalation</li> <li><input type="checkbox"/> using RACGP recommendations on optimisation of PPE use</li> </ul> <p><b>Environment and cleaning</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> follow the Infection Control Expert Group (ICEG) guidance for environmental cleansing including: <ul style="list-style-type: none"> <li>• regular cleaning</li> <li>• minimising sharing of equipment</li> </ul> </li> <li><input type="checkbox"/> clean and disinfect frequently touched/direct contact surfaces or where respiratory droplets may have landed between each episode of patient care, including but not limited to surfaces (door knobs), laptops, phones, pens, stethoscopes, BSL machines, blood pressure monitors.</li> <li><input type="checkbox"/> clean surfaces with a neutral detergent then disinfect with a chlorine-based disinfectant at a minimum strength of 1000ppm or any TGA approved hospital-grade disinfectant</li> <li><input type="checkbox"/> enhance air flow quality by opening windows and doors (where/when appropriate) and/or using air filters</li> </ul> <p><b>Resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">RACGP Infection Prevention and Control</a></li> <li>• <a href="#">COVID Infection Control Risk Management</a></li> <li>• <a href="#">Guidance on the use of PPE for health care workers (COVID19)</a></li> </ul>				

	<ul style="list-style-type: none"> <li>• <a href="#">PPE escalation</a></li> <li>• Fit Testing:             <ul style="list-style-type: none"> <li>○ <a href="#">RespFit</a></li> <li>○ <a href="#">SureFit Services</a></li> </ul> </li> <li>• <a href="#">Optimisation of PPE use</a></li> <li>• <a href="#">Our PHN PPE Order Form</a></li> <li>• <a href="#">Cleaning and disinfection of protective eyewear</a></li> <li>• <a href="#">Environmental Cleaning and Disinfection Principals</a></li> <li>• <a href="#">CO2 monitoring, HEPA filters and safe indoor air</a></li> <li>• <a href="#">The healthcare worker exposure event risk matrix during COVID outbreaks</a></li> <li>• <a href="#">Disinfectants for use against COVID-19 in the ARTG for legal supply in Australia   Therapeutic Goods Administration (TGA)</a></li> </ul>	
	<p>Education</p> <ul style="list-style-type: none"> <li>• Department of Health <a href="#">COVID19 infection control training</a></li> <li>• Australian Commission on Safety &amp; Quality in Health Care <a href="#">e-learning modules</a></li> </ul>	
	<p>Posters</p> <ul style="list-style-type: none"> <li>• <a href="#">Combined contact and droplet precautions</a></li> <li>• <a href="#">Combined airborne and contact precautions</a></li> <li>• <a href="#">Decision aid on PPE use</a></li> </ul>	
	<b>Person responsible</b>	<b>Comments and completion date</b>

**For further assistance contact: [PracSupport@ourphn.org.au](mailto:PracSupport@ourphn.org.au)**