



Tips for administration team to support increased demand due to COVID-19

Managing increased phone calls:

- Consider a phone line dedicated to managing COVID-19 positive patients. You could:
 - purchase a temporary mobile phone with a dedicated number
 - add an additional option for your on-hold message
 - add waiting times in 'on hold' message
- Consider phone headsets for staff to support improved efficiencies and infection control
- Consider additional non-clinical screening questions your practice team will ask COVID-19 positive patients. Suggestions include:
 - Patient name, Next of Kin details, date of birth/age, phone number, vaccination status, any household pregnancies or infants?
- Advise patients that appointments will be via telehealth and communicate potential delays
- Consider utilising [Health Direct](#) resources to compliment your practice webpage
- Consider focusing on [self-calming techniques](#) when you encounter challenging behaviour
- Ensure latest COVID-19 Triage Guide is available to all reception staff

Example of 'on hold' message

"Thank you for calling medical centre, our staff are managing a high number of queries. If this is an emergency, please hang up and dial 000. If you have tested positive to COVID-19 and feel well, please see Health Direct website for self-care resources. If you have tested positive and feel unwell, please press 1 or call our dedicated phone number on 04xxxxxxx. Appointments can be made online via our webpage. For all other enquiries, please stay on the line."

Resource: [Keeping Your Cool: Dealing With a Difficult Client or Patient | MyAdvice Webinar](#)

Managing appointment book:

- Consider how you will structure your appointment book and communicate changes with the team. You could:
 - Implement different icons or colours for different appointments based on [risk](#)
 - Contact billing and appointment software for tips on how to streamline appointment book and processes
- Consider capacity and rostering schedules. You could:

Resources:

- [RACGP ten tips for becoming a time lord](#)
- [Australian Family Physician – Appointments 101](#)

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- Roster a rotating COVID doctor and nurse/admin support for AM/PM shifts
- Review and allocate appropriate tasks to staff working from home
- Monitor unmet demands to address capacity issues
- Establish who will manage the patient if the treating GP is not available
 - Consider the availability of other GPs/nurses in the practice
 - Provide contact details for after-hours services

Consider recording quality improvements for Accreditation and PIPQI.
More information and templates can be found [here](#).

Key contacts for practices:
Central Queensland, Wide Bay, Sunshine Coast PHN
[Primary Health Care Team](#) or
PracSupport@ourphn.org.au

Health Pathways

Local HHS COVID escalation pathways can be found on COVID-19 Requests page.

Region	Username	Password
Central Queensland	uscentralqld	pwcentralqld
Wide Bay	userwb	pwwb
Sunshine Coast	ussc	pwsc

Resources for patients:

- [My COVID-19 Symptoms Diary](#)
- [RACGP Managing mild COVID-19 at home with assistance from your GP](#)
- [COVID-19 information for multicultural communities](#)
- [Health Direct Symptom Checker](#)

Key Contacts:

- 134 COVID (134 268)
- 13 HEALTH (134 32584)
- National Coronavirus Hotline: 1800 020 080

Professional support services:

- Doctor's Health Advisory Service: 07 3833 4352
- RACGP members GP Support Program: 1300 361 008
 - Bush Support Services: 1800 805 391
 - ACCRM Clinician Support: 1800 818 728
 - Nurse & Midwifery Support: 1800 667 877

Relevant COVID-19 updates can be found on our [website](#).
Please ensure all staff have [subscribed](#) to GP Matters and our PHN COVID updates.

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