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

Patient wellbeing and continuity of care	**Consider:**
	☐ Maintaining delivery of essential health services in line with your capacity and community risk, high priority may be given to:
	
	• preventive services such as vaccination,
	• reproductive services such as maternal and newborn care,
	• services for vulnerable groups, such as infants, older adults and individuals with underlying chronic conditions
	• referral services for patients with emergency conditions
	• in-home visits to deliver services such as those for immunisation, where feasible, to minimise risk of infection transmission
	• keeping a list of vulnerable patients at reception, for example:
	    o immunocompromised patients
	    o severe mental health patients
	    o palliative care patients
	    o INR
	    o pregnancy
	    o other time sensitive investigations and treatments
	
	☐ The implications of remote working and have a plan with your IT support
	
	Resources:
	• Becoming telehealth-enabled checklist
	• RACGP telehealth flowchart
	• RACGP telehealth patient resource
	• Training and support | Australian Digital Health Agency
	• Keeping your practice COVID safe

	Person responsible / **Comments and completion date**

Person responsible	Comments and completion date

Practice workflows and efficiencies	**Consider:**

	☐ Ensuring that two or more staff members are competent in clinical and non-clinical workflow processes to ensure continuity of care and timely action in the event of staff absences. For example:
	    • stock control
	    • recalls and reminders
	    • incoming and outgoing correspondence
	    • investigations
	    • sterilisation
	    • staff rostering
	    • payroll and other HR
	    • opening and closing procedures
	
	 Stock management
	 Consider:
	 ☐ Identifying medicines, vaccines and other key medical and non-medical supplies needed for the delivery of the essential health services.
	    • regularly monitor and replenish their use to avoid stock-outs
	
	 Other business considerations
	 Consider:
	 ☐ Reviewing emergency procedures including natural disasters
	 ☐ Ensuring all GPs are registered with the Translating and Interpreter Services
	 ☐ Seeking feedback from communities and/or patients, what does the patient cohort need?
	
	 Resources:
	    • [RACGP Responding to a COVID-19 positive case in the practice team](#)
	    • [Changes to requirements for close and casual contacts from 1 January 2022
		Queensland Government](#)
		    • [RACGP Disaster Management Resources](#)
		    • [Translating and Interpreter Services (TIS)](#)

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Staff wellbeing	**Consider:**
	☐ Checking in with your staff regularly and promote wellbeing ☐ Being innovative when sharing information with your team ☐ Being aware of signs of pandemic fatigue

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	☐ Celebrating the team efforts and small wins **Professional support services:** • Doctor's Health Advisory Service: 08 9321 3098 • RACGP members GP Support Program: 1800 331 626 • Bush Support Services: 1800 805 391 • ACCRM Clinician Support: 1800 818 728 • Nurse & Midwifery Support: 1800 667 877 **Resources:** • Looking after your mental health and wellbeing during coronavirus (COVID-19) restrictions • HealthPathways • Australian Government – Managing Pandemic Fatigue • Black Dog Institute • TEN - The Essential Network for Health Care Professionals • QLD Health Activities for your mental wellbeing • PHN Assistance and Support Guide

Person responsible	Comments and completion date

Vulnerable patient groups *Ensure all incoming secure messages are being checked at least twice daily.* **HealthPathways login details** *Central Queensland* Username: uscentralqld Password: pwcentralqld *Wide Bay* Username: userwb Password: pwwb *Sunshine Coast & Gympie:* Username: usersc Password: pwsc	**Consider:** ☐ The process for identifying the most vulnerable patients in your practice (i.e. transplant patients, end of life care, cancer diagnosis, immunocompromised, over 70s, disability, chronic disease, severe mental health patients, Aboriginal and Torres Strait Islanders, Culturally and Linguistically Diverse (CALD) patients, patients in Residential Aged Care Facilities, palliative care patients, pregnant women) ☐ Recalling the vulnerable patients if required to ensure continuity of care and management ☐ Providing your most vulnerable patients with an extra supply of medication if appropriate • Tip: Use PRODA to authorize up to 3 months' supply of S8 medication ☐ Revisiting and adapting processes for chronic disease management ☐ Revisiting process for sending reminders for cancer screening and other preventative measures **Resources:** • A guide to making the most of the nurse role during COVID-19 • Heart Health Check Toolkit • National Cancer Screening Register Access | Health Care Provider Portal • National Cervical Screening Program • BreastScreen Queensland

	• National Bowel Screening Program • Request an authority using Online PBS Authorities in HPOS • People at higher risk of coronavirus (COVID-19) | Australian Government Department of Health
	Person responsible / **Comments and completion date**

	Person responsible **Comments and completion date**

Vaccine Management **Note:** A new AIR report (AIR 042A) will be available and will allow providers to identify patients over 12 years of age who are yet to receive a COVID vaccine.	**Consider** ☐ Revisiting process for overdue/required immunisations including National Immunisation Program (NIP) and School Immunisation Program (SIP) vaccinations ☐ Using Australian Immunisation Register (AIR) via PRODA to submit medical exemptions (from January 2022) **Resources** • Requesting and viewing the COVID-19 Status Report (AIR 042A report) • Australian Immunisation Register for health professionals - Identified reports - Services Australia • International COVID-19 vaccines recognised in Australia • How to add immunisations you've had overseas to the Australian Immunisation Register (AIR) • How can I get proof of my COVID-19 vaccinations - RACGP • Proof of vaccination (how to report fraudulent vaccination certificates) • Webinar COVID-19 Vaccination Reports in PenCat • PenCat recipes to support immunisation • Proof of COVID-19 vaccination resources for community groups • The Australian Immunisation Handbook • National Vaccine Storage guideline 'Strive for 5'

	Person responsible **Comments and completion date**

For further assistance contact: PracSupport@ourphn.org.au