

PANDEMIC COMMUNICATION: COVID-19 PROVIDER NETWORK UPDATE

This update is prepared by the Capital & Coast and Hutt Valley District Health Boards. It is consistent with Ministry of Health advice. The Ministry of Health remains the definitive source of information.

Our focus is on ensuring you have the information you need, when you need it, in order for you to care for your staff and the people who depend on your service.

Any questions regarding this communication may be directed to COVID-19Questions@ccdhb.org.nz. All emails to the COVID-19 email address will be logged and responded to by an appropriate team member.

The purpose of this advice is to provide updates and guidance on:

- Physical distancing
- CBAC update
- COVID-19 Health Pathways
- Managed Isolation Facilities
- Visitors to Residential Facilities
- Worker Restrictions
- PPE
- Disability Inclusiveness
- Workforce Office

The advice for all health professionals page on the [Ministry of Health's website](#) is a source of up-to-date information. Please check it regularly.

PHYSICAL DISTANCING & INFECTION CONTROL

At level 2 physical distancing is really important. Please stay in your bubbles at home and at work, and maintain 2m distancing from anyone not in your bubbles.

Practice good hygiene. Wash your hands with soap and water, or use hand sanitiser if soap and water aren't available. Stay home if you are sick, and if you have any flu-like symptoms call your GP or Healthline.

CONTACT TRACING

Please keep track of where you have been. Effective contact tracing is only as good as the information available, so the more you and your colleagues know about where you have been, when, and with whom, the safer we can stay.

All businesses must now display a QR code for scanning. . [You can create and download your own here.](#)

You can also sign up to the NZ COVID Tracer app which allows you to create a digital diary of places you visit when you scan the official QR codes. This will help contact tracers to quickly identify and isolate anyone who may have been exposed to COVID-19 if there is another outbreak in New Zealand. [You download it from the App store of google play.](#) The app has recently been updated to allow manual entries for when you are visiting places that aren't businesses and don't have a QR code.

DESIGNATED TESTING UPDATE

Our PHOs have done a remarkable job of standing up additional CBACs and swabbing facilities. The current list as at writing is below, but please check the [website](#). Demand is high, so when referring people for a test please ask them to be patient. CBAC testing is for symptomatic people only at this time.

We do not wish symptomatic people to not be tested. Opening times for CBACs are shown. An appointment is much easier for the designated testing location but walk ins will work for some people.

Designated Testing Locations	Address	Hours	Days	Access
Team Medical (Kāpiti)	1 Coastlands Parade, Paraparaumu	As required (hours TBC)	Mon-Sun	Appointment strongly preferred/walk in
Cannons Creek	178 Bedford Street, Cannons Creek, Porirua	9am-4.30pm TBC	Mon-Fri Sat-Sun	Appointment strongly preferred/walk in
Karori - St Teresa's Church	301 Karori Road, Karori, Wellington	10am-12pm	Mon-Fri	Appointment strongly preferred/walk in
Kenepuru Hospital	Ambulance Bay Site	10am-4pm	Mon-Sun	Appointment strongly preferred/walk in
Newtown	Wellington Hospital Carpark (off Mein Street)	1.30pm-4.30pm	Mon-Sun	Appointment strongly preferred/walk in
Kilbirnie/Strathmore Outreach			Mon-Sun	By appointment
Kāpiti Mobile			Mon-Sun	By appointment
Newtown Mobile			Mon-Sun	By appointment
Cannons Creek Mobile			Mon-Sun	By appointment
Lower Hutt Central	729 High St, Lower Hutt	9pm - 4pm and 1pm-5pm	Mon-Fri Sat-Sun	Appointment strongly preferred/walk in
Naenae Medical Centre	45 Treadwell Street, Naenae	Currently closed – opening date and hours TBC 13/08		By Appointment
Wainuiomata	Adjacent to Whai Oranga Health Centre, 7 The Strand, Wainuimomata	11am-4pm 11am-2pm	Mon-Fri Sat	Appointment strongly preferred/walk in
Upper Hutt	Christian Fellowship Centre 51 Lane Street, Upper Hutt	9am-4pm 9am-3pm	Wed-Fri Sat	Appointment strongly preferred/walk in
Hutt Valley Outreach			Mon-Sun	By appointment
Hutt Valley Mobile		10am-4pm	Mon-Sun	By Appointment

Over 700 tests were completed at our CBACs and at primary care practices across the two districts.

COVID-19 HEALTH PATHWAYS

A number of COVID Health Pathways have been developed to support General Practice in responding to COVID-19. The pathways include:

- COVID-19 Primary Care Alert Response Framework
- COVID-19 Practice Management
- COVID-19 Assessment and Management
- COVID-19 Requests and Local Processes
- COVID-19 Information
- COVID-19 Impact on Clinical Care
- COVID-19 Impact on Local Services
- COVID-19 Primary Care Alert Response Framework
- COVID-19 Recent Changes

These can be accessed through the Health Pathways Home Page. If you need help accessing the Health Pathways, please let us know. Email COVID-19Questions@ccdhb.org.nz

MANAGED ISOLATION FACILITIES

Surveillance testing continues for our Managed Isolation Facility staff, our border staff and our hospital staff.

We have two Managed Isolation Facilities in Wellington – one at the Grand Mercure and the other at Bay Plaza. All guests are tested on Day 3 and Day 12 of their stay. Staff are also tested based on their rosters and level of contact. This testing includes asymptomatic testing for safety reasons.

We are expecting 36 new arrivals on Sunday and a further 75 guests early next week.

While Capital & Coast DHB is leading the health response, the operations are led by Defence and involve multiple agencies. The Wellington Regional Isolation and Quarantine Control Centre (RIQ) is based at Wellington Regional Hospital. The RIQ is a multi-agency group consisting of Ministry of Defence as lead organisation, Aviation Security, NZ Police, the DHB and RPH. Each has their own role to play.

VISITORS TO RESIDENTIAL FACILITIES IN ALERT LEVEL 2

Aged Residential Care have reinstated the appropriate 'no-visitor' policy. We urge all other residential facilities and all services to remain vigilant with visitors and restrict to those that are necessary. We understand residential facilities are vulnerable places, and any outbreak would be devastating.

ADMISSIONS TO ARC

While facilities are on lockdown for visitors, admissions to ARC are still necessary and important.

Hospitals in Hutt Valley and Capital and Coast are continuing to use the agreed screening too prior to discharge from hospital to an ARC facility, and the Care Coordination Centre is using the same process for admissions from the Community.

WORKER RESTRICTIONS – AGED RESIDENTIAL CARE

The Prime Minister has advised that workers who are working in age residential services should not be working across multiple settings of care, and age residential care. This is because of the risk to these communities. Please support this advice in a way that is appropriate for your workforce.

PPE AND LEVEL 2

Please continue to access PPE supplies as you have been during Level 1. We will continue to supply PPE to those providers we have been supplying it to. We will advise you if there are any changes to how you access PPE.

DISABILITY INCLUSIVENESS

During these extraordinary times, we need strategies that recognise the experience of people living with disabilities so we can accommodate their access and functional needs and ensure no one is left behind. Some people in our community are not in a position to follow health service instructions let alone respond appropriately.

This document provides you with a guide to assist with effective communication, especially with:

- those who are Deaf and cannot lip-read when you are wearing masks,
- those with Learning/Intellectual disabilities, autistic people, and
- those with anxiety or other socio-psychological conditions.

Please refer to the attached document – a practical guide to effective communication with the disability community.

WORKFORCE OFFICE

The workforce office has re-opened as your second line of support after your usual mechanisms for identifying resources have been exhausted. There are very few resources but we understand how important workforce is. Our workforce office are currently prioritising border testing, managed isolation, and community testing workforce. If you require workforce please send an email to COVID-19commWorkforce@ccdhb.org.nz

For General Practice and Community Based Assessment Centres your PHO is your first point of contact.

QUESTIONS

Any questions regarding this communication may be directed to COVID-19Questions@ccdhb.org.nz. All emails to the COVID-19 email address will be logged and responded to by an appropriate team member.

THANK YOU

Thank you for all you do, and continue to do, every day to keep our communities safe.

Rachel Haggerty

Community IMT