

# 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](mailto: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:

- COVID-19 tests are free
- Equitable Access Resources
- Surveillance testing update
- Updated Level 2 Guidance for Well Child Tamariki Ora providers – plus attachment
- Mobile COVID-19 testing
- Eldernet – Where From Here, He Ara Whakamua – digital and print copies available
- ARC requests for PPE

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.

## COVID-19 TESTS ARE FREE

Please ensure that all COVID-19 assessments and tests for people who meet the clinical criteria and/or Higher Index of Suspicion (HIS) criteria are free to the patient. This is an important part of encouraging our communities to access the service and manage the risk of COVID-19.

There is also some ongoing surveillance activity occurring as requested by the local Medical Officer of Health, but this is mostly directed at border facing and managed isolation/quarantine staff and has a separate process to ensure results are collated/analysed in that context.

As you will know there is a simple assessment claim and a full assessment claim, both of which covers assessment and testing. It is expected that the full assessment claim allows for people with HIS criteria, complex symptoms and associated health needs to receive a free COVID-19 assessment and test.

If a completely separate health need is identified, that requires a further consult and associated diagnostics, then please advise the patient that they can either rebook; and/or the COVID-19 assessment does not include this aspect of your healthcare and they will have a co-pay. It is important the patient can exit the appointment with a full COVID-19 assessment, test and appropriate immediate medical treatment at NO cost.

There is one instance where general practices can charge for COVID-19 assessment and testing. This relates to asymptomatic pre-travel (repatriation) testing, for people returning to countries which require a negative test in the days prior to travel.

Asymptomatic people requesting COVID-19 testing due to personal preference or at the request of employers unrelated to surveillance activities listed above should not be offered testing. Advice on the Ministry of Health website states: “If you don’t have symptoms, you should only get a test if directed to by a health official – for example, if you work at the border, ports or in a managed isolation or quarantine facility, or are a close contact of a confirmed case.”

## REMINDER - HEALTH LINE INSTRUCTIONS

**Capital and Coast DHB:** *CCDHB domiciled patients that meet the case definition and require swabbing should be referred to call:*

- *All Ora Toa patients and people residing in Porirua East to call 0508 Ora Toa (0508 872 862) to book a Covid swab at the Cannons Creek swabbing centre*
- *All others to call the Tu Ora COVID Centre Referrals number (0800 885 022). They will be given an appointment time at the nearest clinic.*

**Hutt Valley DHB:** *HVDHB domiciled patients that meet the case definition and require swabbing should be referred to [cbac@teahn.org.nz](mailto:cbac@teahn.org.nz) or phone 04 576 8619. They will be given an appointment time at the nearest clinic.*

[Please continue to check the website for the most up-to-date CBAC locations and hours.](#)

## MOBILE TESTING

Mobile testing is available to support testing of symptomatic residents in residential care, including Aged Residential Care, Disability Support Services and Mental Health services.

Please use your usual methods – eg GP or trained nurse – where possible.

Mobile testing is available Monday to Saturday. Call 0800 885 022 to arrange testing.

## EQUITABLE ACCESS RESOURCES

Attached is a resource pack for CBACs and any facility doing COVID-19 testing. This pack is designed to assist with the tools and knowledge required to make sure testing is accessible, safe, and accommodating for people with disabilities or impairments, low literacy levels, and English as a second language.

The pack includes:

- Providing Equitable Access poster for staff – please place somewhere visible for staff to refer to quickly
- Providing Equitable Access document, with more detailed guidance for facilities and staff – please make sure staff have read, discussed, and have access to this document
- Alternative Pathway Sign – please use this to identify a specific location in your facility for people to go to if they need extra time, space or assistance
- [Testing questions in NZSL](#) – please make these available to anyone who prefers NZSL when receiving a test (if an interpreter is not available)
- Testing questions in Easy Read - please make these available to anyone who may need them when receiving a test

For more information, advice or assistance, please contact the Disability Team. We would love to work with you to make sure the testing process is accessible, safe, and comfortable for the disabled community.

[Rachel.noble@ccdhb.org.nz](mailto:Rachel.noble@ccdhb.org.nz) 0800DISABILITY

## SURVEILLANCE TESTING UPDATE

As part of the wider border testing throughout the country, testing is underway at Auckland and Tauranga plus eight other ports including Wellington. The scope for Managed Isolation and Quarantine Facility covers all those who work at facilities – including those who transport people to and from facilities.

Employers will work with the Ministry of Health and the DHB to provide testing on site and will give employees information about where and when testing will be available.

Border Staff Surveillance Swabbing Centre has been set up at Custom House, 1 Hinemoa Street (south end). This will be open from 8.30am till 4.30pm.

Border workers only need to self-isolate while waiting for test results **if they have symptoms**. If they are asymptomatic there is no need to self-isolate while waiting for test results.

Thank you to those at PHOs who have been deploying staff and facilities to make testing available.

## LEVEL 2 GUIDANCE FOR WELL CHILD TAMARIKI PROVIDERS

The **attached guidance** is designed to support safe Well Child Tamariki Ora (WCTO) care delivery during Alert Level 2 restrictions. Essentially, health care services are expected to operate as normally as possible, and continue to provide the usual care, and implement a pre-contact screening process to identify any risk of COVID-19. Services are to be delivered through a mix of virtual and in-person contacts.

There is ongoing priority for whānau:

- with pēpi aged between birth and 3 months
- of Māori and/or Pacific ethnicity
- that are first time parents
- are identified by the LMC as having greater needs at referral into the WCTO service.

AND for all whānau where:

- the WCTO nurse or LMC has identified high need
- whānau have older tamariki where the WCTO nurse has assessed high long-term health need or risk to their health and wellbeing.

The guidance also suggests messages for sharing with whānau through social media and newsletters.

The [Awhina app](#) is also available for download to give easy access to the most up to date information for health care workers.

## ELDERNET – WHERE FROM HERE

Eldernet and Care Publications has published *Where From Here He Ara Whakamua* for over 65s (over 55s Maori and Pacifica) by Needs Assessors, Social Workers at hospitals and others including Age Concern and Grey Power. [There is a link to the digital version of the book](#). Hard copies are also available – completely free to receive and free to hand out to anyone that may like a copy. They can come in a box of 40 or smaller or larger numbers to meet your needs. You are also able to re-order at any stage.

To order, or find out more, email [ameliah@eldernet.co.nz](mailto:ameliah@eldernet.co.nz)



## ARC REQUESTS FOR PPE

To ensure requests for PPE are responded to in a timely way, please make your requests through the designated email address - [PPE\\_COVID19COMMUNITY@ccdhb.org.nz](mailto:PPE_COVID19COMMUNITY@ccdhb.org.nz)

Please also continue to refer to the [Ministry of Health guidance on when to use PPE](#).

## QUESTIONS

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## THANK YOU

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

**Rachel Haggerty**

Community IMT