

## Covid-19 Coronavirus

### Provider Network Update 20 March 2020

As you are aware, the overall situation regarding COVID-19 is rapidly evolving with a high degree of uncertainty.

We are dealing with cases in New Zealand, however so far all of those cases are linked to overseas travel, but we are prepared for that to change.

### How are we preparing?

Our approach is joined up across the three DHBs, Hutt Valley, Wairarapa and Capital & Coast. We have set up a 3DHB Incident Management Team (IMT) which includes a Community focused sub-IMT.

The Community team is led by our Director of Strategy, Planning and Performance, Rachel Haggerty. Our focus is on you, and ensuring you have the information you need, when you need it, in order for you to care for your staff and your clients. We are working to ensure we can support all of our providers.

The following work we have prioritised is:

- The ability for primary care to swab and test people in the community.
- Our Primary Care Support for our Emergency Departments.
- Ensuring we have mobile community assessment services established for those who cannot travel for assessment and testing
- Supporting the supply of PPE, and logistics, and other supplies to our community network

All General Practices are able to assess and swab their own patients. This must be done by appointment with the general practice. For people who are not enrolled with general practice they can be referred to a community-based COVID-19 assessment centre which can screen and assess patients for testing, and triage those who may meet the case definition for COVID-19.

These community-based centres can offer support where primary care facilities are not as easily available, and will be based at these locations from this weekend. Information on where these centres are located will be sent next week.

We are also making sure we know who all of our providers are and understanding the following things:

- How we can support age residential care; home care support and disability support workers; our respite; hospice and all of our community providers;
- That we ensure support for those providers who work with our priority populations including:
  - Maori Communities
  - Pacific Communities
  - Older People supported in their homes and residential care
  - Those living with disability
  - Those with enduring mental health and addiction

Across all of our work we are focusing on equitable outcomes for all of our populations.

### What you need to know

Our aim is to ensure you are getting the information you need to be able to make appropriate decisions. We will be sending you summaries and situation reports (SITREPs) which are useful and easy to follow given the added workloads you are all experiencing.

You will receive emails from this address: [COVID-19COMMUNITYIMT@ccdhb.org.nz](mailto:COVID-19COMMUNITYIMT@ccdhb.org.nz) – this is a ‘no reply’ email address.

Please forward these emails on to your team, and also let us know if you want us to add anyone from your organisation through your contract manager.

Given the rapid changes, if you are in any doubt about what the latest advice may be, the [Ministry of Health](#) website remains the single source of truth.

## How can we help?

We know you will have lots of questions, so we have set up a dedicated email address for you to send your questions:

**COVID-19questions@ccdhb.org.nz**

Please use this for any **non-urgent** queries and we will respond to you directly as well as share the questions and answers for others.

We have a number of useful resources available for you which include pdf versions of posters and handouts you can print, including:

- Reception area poster
- Ward door poster
- Staffroom poster
- Patient information handout
- Do you think you have COVID-19? Poster
- Could you have COVID-19 (for Aged Care facilities)
- Protect yourself against Coronavirus

A centralised communication hub has been established within the Ministry of Health to focus on disseminating information in accessible formats – including NZ Sign Language, Easy Read, and audio – for the disability community. It will also provide information tailored for specific groups within the community.

Resources are coming on stream constantly so we will send you links and ways of accessing materials as they come to hand.

## What next?

You can expect to see frequent COVID-19 communications from us going forward. They will all come from this email address, which is a 'do not reply' address. Please email any questions (non-urgent) to our dedicated inbox: **COVID-19questions@ccdhb.org.nz**

We have attached an initial Q&A Factsheet covering some useful contract information.