

PANDEMIC COMMUNICATION: COVID-19

PROVIDER UPDATE

3 APRIL 2020

In our effort to contain COVID-19 we know how crucial it is to test people for COVID-19 to understand what level of community transmission there may be and to break the chain of transmission.

Testing capacity for COVID-19 continues to increase and more complete tests continue to arrive in the Wellington region. There is also more PPE on the way to New Zealand and clinical advice is available about recommended use of PPE.

In addition, there is considerable ongoing Government effort to secure supplies of other PPE items.

This update is to give you a round-up of the work we are doing inside our two DHBs – Hutt Valley and Capital & Coast and to give you advice and guidance around some of the challenges and opportunities we are experiencing.

- Swabbing and testing
- Community Based Assessment Centres (CBACs)
- Connecting with WREMO and councils
- Sharing stories
- Back to basic messaging
- Weekend cover

COMMUNITY BASED ASSESSMENT CENTRES

COVID-19 community testing facilities have been established in areas where they can best meet the needs of the local community: for example, at a medical centre, a hospital outpatient facility, a community hall or a Council facility.

There are currently seven especially established COVID-19 community testing facilities across the greater Wellington region, as well as 85 general practices able to undertake COVID-19 testing. More sites will be set up if and when needed.

Also known as CBACs (Community Based Assessment Centres), CBACs are by referral only at this time – from a GP, Healthline or ED. They are primarily to screen and assess people for testing, and carryout testing in those who meet the criteria. Current criteria can be found on the Ministry of Health website. If walk-ins do arrive they will be screened and tested, if appropriate.

Testing or swabbing may be done in a dedicated testing space by staff or from inside a person's car. Test results are generally available within 48 hours. Regional Public Health will notify people if a test result is positive, and work with that person on management of their health.

SWABBING AND TESTING CAPACITY

With the change in case definition we are prepared for the predicted onslaught of testing and contact tracing that will result. To facilitate timely analysis and reporting of results, WSCL has indicated that they will pick up all swabs at the end of CBAC shifts both during the weekend and next week.

MOBILE TEAMS

Hutt Valley, Capital & Coast and Wairarapa DHBs is rolling out mobile teams to provide outreach testing in residential facilities on referral by GPs. The teams will operate 7 days a week, and are based in Kāpiti, Wellington and Hutt Valley. A mobile team is also operating in Wairarapa.

WORKING WITH WREMO

We are working with WREMO to ensure emergency responses are connected up and offer an appropriate pathway for people to get all the help they need. One of our team is also working inside WREMO to represent health and wellbeing, and ensure everyone has access to health care, particularly for those in our communities who are homeless, with a health representative based in the WREMO office.

Attached is a resource document which can also be found on the [COVID-19 website](#) which is a one-stop shop welfare guide for people to get the support they need. 0800 779 997 is a one-stop-shop seven-day-a-week number to advise callers where to get the assistance they need. The key numbers to remember:

- For food and other essential goods, 0800 141 967
- For temporary accommodation, call 0508 754 163

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Our supply team has been working to urgently get supply of PPE to our community providers across Capital & Coast, Hutt Valley and Wairarapa DHBs. The Ministry of Health has begun distribution of 1.2 million masks nationally from the National Pandemic stock. This distribution will take 48 hours to complete. There will be further release of masks over the next two weeks.

A process for ordering was sent to our community provider network, and the bulk of deliveries were made today. If you have any questions around PPE please email Russell.cooke@ccdhb.org.nz. District Health Boards are responsible for distributing PPE to publicly funded, front line health workers.

SHOUT OUT TO MANOR PARK

One of our aged residential care facilities shared with us some of the initiatives they've taken to help residents and their families connect during difficult times. Facetime has been set up for residents and their families. Staff members are also allocated to families to keep them reassured that their loved ones are doing OK. Extra goods in the shopping trolley mean they can treat residents with the kinds of goodies normally supplied by families, like chippies, sweets, ice cream and popcorn. In turn, Manor Park would like to do a shout out to their suppliers who have been going above and beyond to help staff with their own shopping orders.

Please share your own stories – email COVIDquestions@ccdhb.org.nz or send them to your contract manager.

BACK TO BASIC MESSAGES

While the world we are in is moving and changing rapidly, let's remember the most important things we can all be doing are extremely simple.

- Stay in your bubbles at work and at home
- Wash your hands often
- Practice good cough etiquette
- Don't go to work if you are unwell

WEEKEND COVER

The Community IMT team has plans in place for looking after our providers during the weekend. If you have any urgent issues, please contact the District Health Board on (04) 806 2111 and ask for the on-call community controller.

Rachel Haggerty

Controller

COMMUNITY EOC