

# 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:

- Rollout of E-scripts
- UN endorsement of our disability team
- Q&A with Dr Michelle Balm
- Positive Parenting
- Wellbeing Hub
- Guidance for mental health and addiction residential providers
- Welfare contacts in 9 languages

## ROLLOUT OF E-SCRIPTS

Great work from our PHOs and community pharmacies with their uptake of NZePS, e-scripts. Capital & Coast now has 93% of its practices activated, and Hutt Valley DHB has 91% of its practices activated as at the end of April. This is a significant increase since moving to Alert Level 4, enabling changes to the way patients are interacting with their GPs and filling their prescriptions. The national figure is 70% of all practices, so our PHOs and pharmacies are leading the pack.

The new method means scripts are sent electronically from a GP to a patient's preferred pharmacy as a barcode, using a secure messaging channel. The message allows for two-way communication with additional information and comments between the GP and the pharmacist, and lets the GP know if a patient's medication has not been dispensed so the patient can be followed up if needed.

## UN ENDORSEMENT OF OUR DISABILITY TEAM

During the COVID-19 crisis, persons with disabilities who are dependent on support for their daily living may find themselves isolated and unable to survive during lockdown measures, while those living in residential care are also particularly vulnerable. Barriers for people with disabilities in accessing health services and information are intensified. Awareness of these risks leads to better responses that can allay the disproportionate impact experienced by persons with disabilities.

This United Nations guidance not only brings awareness of the pandemic's impact on people with disabilities and their rights; but also draws attention to some promising practices already being undertaken around the world. Page 4 of the guidance explicitly names New Zealand as a country with promising practices and points to the Ministry of Health's website dedicated to providing information in accessible formats, including sign language and easy read documents.

This is where we take the opportunity to acknowledge the tremendous work done by our 3DHB Disability Strategy team, led by Rachel Noble, who have been working at the Ministry since Alert Level 4 and will remain there for a bit longer. Their role is to lead this process within the Ministry and ensure disabled people have ready access to information, but also to ensure the specific barriers experienced while carrying out their daily lives is addressed.

[The UN COVID-19 Guidance can be found here.](#)

## Q&A WITH INFECTIOUS DISEASES EXPERT

[You asked and Dr Michelle Balm has answered your COVID-19 questions – on video.](#) So if you would like practical answers to the most frequently asked questions, you'll find them here, including the time code:

- 01:24 What are the main symptoms?
- 02:13 How long do people stay sick?
- 02:51 Why is it bad for older people?
- 03:36 Is it bad for younger people too?
- 04:50 How is COVID-19 transmitted?
- 11:20 Should we all be wearing masks?
- 15:56 At work, what PPE should we wear?
- 20:58 Will it spread in a wet environment?
- 21:54 Is there a risk with incontinence?
- 23:24 Is there a PPE shortage?
- 25:28 Can staff work at more than once facility?
- 25:54 How do we manage visitors for end of life care?
- 27:24 How do we screen staff for symptoms?
- 28:40 What do we do if a resident's health acutely deteriorates?
- 29:37 Should every resident have a test before coming in to residential care?
- 34:10 Do we need to quarantine mail?
- 35:04 Is it safe to come to outpatient clinics?

Please email your questions to [COVID-19questions@ccdhb.org.nz](mailto:COVID-19questions@ccdhb.org.nz)

## NEW WEB PAGE FOR COMMUNITY PROVIDERS

The Q&A video is located on our new community provider page. On this page you will find all the provider updates so far, along with all the other resources we've shared, videos, and other useful links. The page is being added to every day so keep an eye on it.

You will find the page here - <https://www.ccdhb.org.nz/for-health-professionals/covid-19-resources-for-our-community-providers/> Please note, though, that it does not appear in the public menu so keep the link in your favourites.

## SUPPORTING FAMILIES – POSITIVE PARENTING PROGRAMME

Attached is an invitation to be part of an initiative supporting families across New Zealand to manage family stress and parenting challenges in the COVID-19 environment. The Ministry of Health, as part of its psychosocial response to the COVID-19 pandemic, is making the online versions of the Triple P Positive Parenting Programme available so it can be distributed to whānau needing this support.

Content is developed specifically for helping parents to parent through COVID-19. For example, it includes strategies for reducing stress and coping with uncertainty as well as tips for promoting resilience in children. There are two programmes, one for parents of children aged 0-12 and one for parents of teenagers 10-16.

Email [parentingteam@werryworkforce.org](mailto:parentingteam@werryworkforce.org) if you have any questions.

## WELLBEING HUB



**Taha Tinana – Food & Movement**

**Taha Hinengaro – Sleep, Rest & Be Kind to your Mind**

**Taha Wairua – Spiritual self & surroundings**

**Taha Whānau – Social relationships & connection**

Sport Wellington has put together a wellbeing hub which has a wealth of information on how to support your wellbeing through activity, nutrition, and mental and spiritual wellbeing. This is an excellent resource and we encourage you to share this through your networks. It includes recommended activities and recipes and also links to its Facebook pages – Sport Wellington, and Sport Wellington Green Prescriptions – both of which are funded by Hutt Valley and Capital & Coast DHBs.

[You can check it out here.](#)

## GUIDANCE FOR MENTAL HEALTH AND ADDICTION RESIDENTIAL SERVICE PROVIDERS

Even though we will soon be moving to Alert Level 2, the attached guidance contains useful guidance on managing services, including how to manage clients who are not adhering to Alert Level requirements, and management of staff or clients with suspected, probable or confirmed COVID-19. The links in the document will remain relevant at each Alert Level and will have the most up-to-date information as levels change.

## WELFARE CONTACT CARDS IN NINE LANGUAGES

We continue to encourage people to ask for help. Attached are contact cards in nine languages offering a range of advice and support organisation details. Please circulate these around your networks.

## THANK YOU

As we start rolling through our Business As Usual programmes and look back at the enormous amount of work done by our community providers, I can only thank you all again for being amazing. What you have achieved under challenging circumstances, the innovations you've implemented in your work, and the agility and flexibility you have shown to keep our communities safe is sensational. I encourage you to take the time to write it all down while you can remember it, so you can look back on these times and reflect on just how much was possible in such a short time. Is it really only May?

**Rachel Haggerty**

Community IMT