

PANDEMIC COMMUNICATION: COVID-19 PROVIDER NETWORK UPDATE

August 17 2021

As you are aware by now, we are moving into Alert Level 4 at midnight tonight, for three days. Please activate your pandemic plans and know that we are working to ensure we can support you.

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. The following work we have prioritised is:

- The ability for primary care to swab and test people in the community.
- Supporting the supply of PPE, and logistics, and other supplies to our community network. If you have any specific concerns around PPE, please email PPECOVID19COMMUN@ccdhb.org.nz.

ESSENTIAL HEALTH TREATMENT

Under Alert Level 4 people can access medical care, and it is important they do so. General Practices / Primary Care are open, and GPs are now well versed with technology for phone and video consultations, and creating safe spaces for people coming in for face-to-face consultations.

Please encourage your whanau and family not to leave it too long to seek help. If you need medical attention for anything please seek help promptly. Because we are looking at a three-day lockdown, we recommend you don't do anything you don't need to.

Please note: There will be no financial penalty for any change in service over the next three days.

AGED RESIDENTIAL CARE

Please activate your Level 4 protocols. If you have any questions or concerns please email us at COVID-19questions@ccdhb.org.nz and a member of the team will respond. Or you can contact your contract manager.

MASKS

All staff at work are required to wear masks and maintain a 2m distance from other workers. This requirement differs from Level 4 last year. [Please follow Ministry of Health guidance for mask wearing in clinical and non-clinical areas.](#)

Advice at this time is masks are to be worn by all staff – medical (surgical) mask

- Masks on patients/clients if over 12 years of age
- Patients who cannot tolerate mask do not need to wear a mask
- Long term residential patients do not need to wear a mask

THANK YOU

We are aware that our community providers are front and centre in the COVID-19 response and we appreciate your commitment and professionalism in these challenging times. Thank you.

Rachel Haggerty

Incident Controller Community IMT