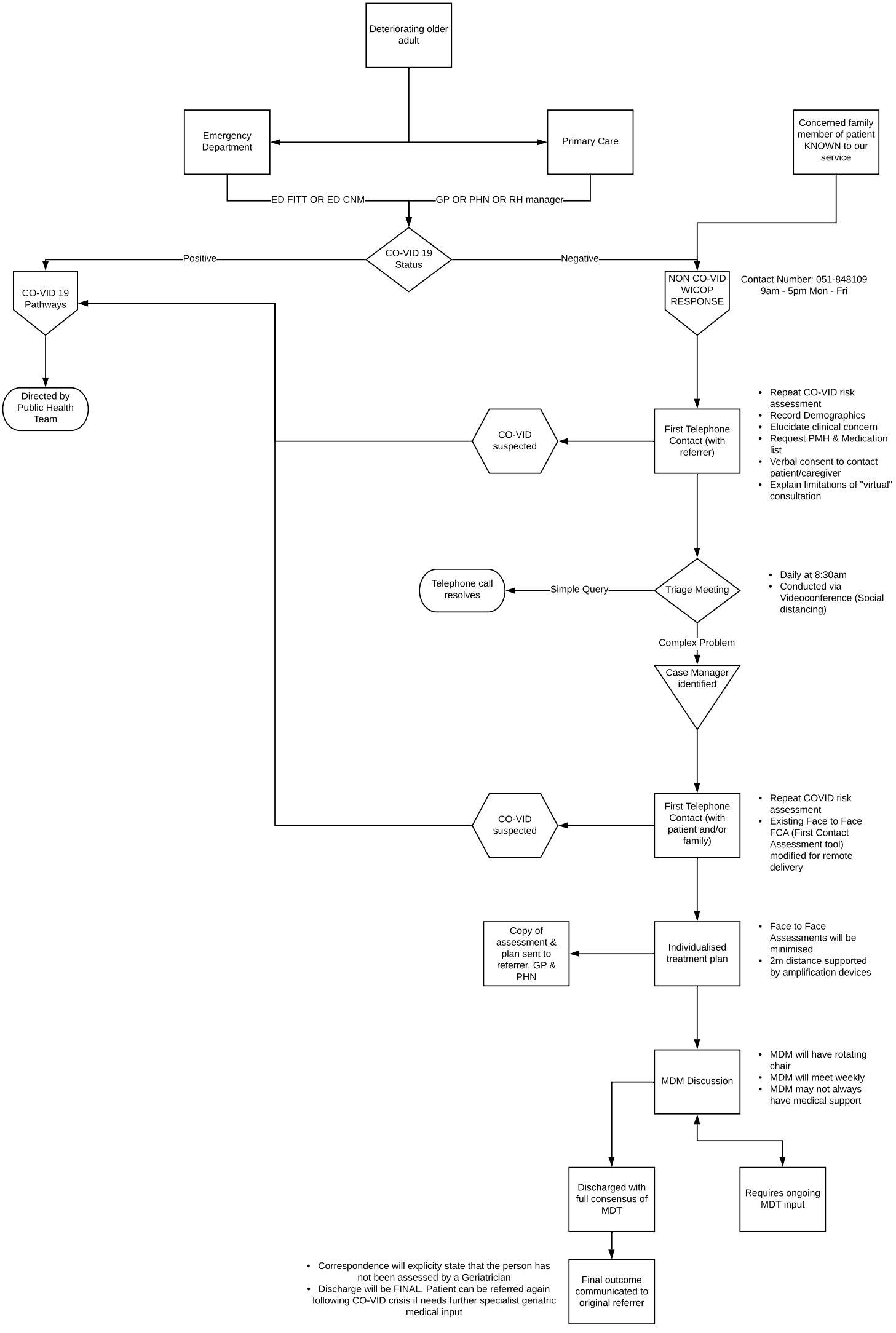
Deteriorating older adult
Emergency Department
Primary Care
Concerned family member of patient KNOWN to our service
ED FITT OR ED CNM
GP OR PHN OR RH manager
CO-VID 19 Status
Positive
Negative
CO-VID 19 Pathways
NON CO-VID WICOP RESPONSE
Contact Number: 051-848109
9am - 5pm Mon - Fri
Directed by Public Health Team
CO-VID suspected
First Telephone Contact (with referrer)
Repeat CO-VID risk assessment
Record Demographics
Elucidate clinical concern
Request PMH & Medication list
Verbal consent to contact patient/caregiver
Explain limitations of "virtual" consultation
Telephone call resolves
Simple Query
Triage Meeting
Daily at 8:30am
Conducted via Videoconference (Social distancing)
Complex Problem
Case Manager identified
CO-VID suspected
First Telephone Contact (with patient and/or family)
Repeat COVID risk assessment
Existing Face to Face FCA (First Contact Assessment tool) modified for remote delivery
Copy of assessment & plan sent to referrer, GP & PHN
Individualised treatment plan
Face to Face Assessments will be minimised
2m distance supported by amplification devices
MDM Discussion
MDM will have rotating chair
MDM will meet weekly
MDM may not always have medical support
Discharged with full consensus of MDT
Requires ongoing MDT input
Correspondence will explicity state that the person has not been assessed by a Geriatrician
Discharge will be FINAL. Patient can be referred again following CO-VID crisis if needs further specialist geriatric medical input
Final outcome communicated to original referrer