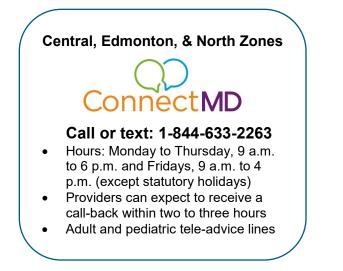


COVID-19 tele-advice launched province wide for primary care

Two COVID-19 tele-advice services are now available for primary care providers in Alberta. Providers can request specialist advice on caring for presumed and confirmed COVID-19 patients who are recovering at home. Refer to the boxes below to find out how to access teleadvice in your zone.



South & Calgary Zones Specialist LINK Connecting Doctors, Supporting Patients Visit: <u>specialistlink.ca</u> Call: 1-844-962-5465, ext. 1, 6 Hours: 8 a.m. to 5 p.m. from Monday to Friday (except statutory holidays) Providers can expect to receive a call-back within one hour Adult and pediatric tele-advice lines

About COVID-19 tele-advice:

The COVID-19 tele-advice services are currently supported by specialists from respirology, general internal medicine and infectious disease. Here are examples of questions you could ask:

- My patient has Chronic Obstructive Pulmonary Disease (COPD), and I'm not sure if this is COVID -19 or acute exacerbation of COPD. Start on Prednisone or not?
- My patient sounds dehydrated, where should I send them?
- My patient is older and getting sicker but doesn't want to go to hospital. Is there anything I can do?
- My patient has had symptoms for two weeks, not getting any worse. Should I do a chest x-ray?

Please note, patients should be directed to use the self-assessment tool available at <u>www.ahs.ca/covid</u> or call 811 to help determine whether they need to be tested for COVID-19.

Urgent tele-advice

If your patient may require hospitalization or transfer, use RAAPID.

RAAPID North (for patients north
of Red Deer)
1-800-282-9911 (Canada only)
780-735-0811

RAAPID South (for patients in and south of Red Deer) 1-800-661-1700 (Canada only) 403-944-4486

For more information, refer to this additional guidance on using <u>RAAPID during the COVID-19</u> pandemic.

COVID-19 electronic advice also available

Electronic advice is also available for non-urgent COVID-19 related questions through Alberta Netcare. Use the eReferral Advice Request option for non-urgent questions requiring advice within 2-5 days. Go to <u>www.albertanetcare.ca/eReferral.htm</u> for instructions on how to submit an advice request.

More information

- For information on ConnectMD, please contact Lindsay Steward by email at <u>Isteward@enpcn.com</u> or by phone 780-777-0633. Website: pcnconnectmd.com
- For information on Specialist LINK, please email <u>specialistlink@cfpcn.ca</u>. Website: <u>specialistlink.ca</u>