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RACGP Pandemic Planning Resources

Mrs Leanne Rich



Emergency hospital, Camp Funston, Kansas 1918

Courtesy of National Museum of Health and Medicine



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Reception and Triage

- All staff need to be trained to recognise symptoms and signs of pandemic influenza and to respond appropriately.
- It is useful to think of this in three stages:
 - 1. Routine questions asked of all patients
 - 2. Questions asked when the patient indicates signs or symptoms consistent with an infectious disease
 - 3. Questions asked of patients when the practice is part of a response to a (suspected) pandemic.



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Triage question - general

- An example of a general question
Reception staff can ask when booking appointments for patients is:
- ‘So that our doctors can provide the best possible care, can you give me an indication of the nature of your visit?’



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Reception questions – possible exposure

- Where a patient indicates that they have a fever, a rash, a cough, diarrhoea or an infectious disease (e.g. the patient says they suspect they might have contacted pandemic influenza), then it is appropriate to ask further questions.
- Do you have a fever?
- Do you have a rash?
- Do you have a cough?
- Do you have diarrhoea?



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Reception questions – local outbreak

- When the practice is part of a response to a pandemic the practice is likely to need to make further plans.
- In this situation, the following may be appropriate:
- **“Our doctors have asked us to ask all patients the following questions:”**
- (For example) Have you been exposed to anyone with pandemic influenza in the past two weeks?
- (For example) Have you recently returned from overseas?



Practice signage

- Examples of practice signage
 - A sign at the entrance to the practice, requesting patients presenting with symptoms of infection to inform the receptionist. Refer to Appendix 4 List of resources
 - Information on the practice notice board or inserting it in the practice information sheet
 - Recording a telephone message for patients on hold, asking them to let the receptionist know if they think they may have an infectious disease.



Precautions to be taken with a potentially infectious patient

- If possible take the patient to a separate area
- If it is not possible to physically segregate the patient, attempt to provide a gap of at least 1 metre between the potentially infectious patient and other patients in the waiting area
- For droplet and airborne spread disease:
 - Instruct the patient on respiratory etiquette
 - Consider asking the patient to wear a mask.
 - Instruct patient on the use of a mask, disposal of used tissues and hand hygiene
 - Consider explanation to other patients waiting near the potentially infectious patient
- For contact spread disease:
 - Ask patient to refrain from touching communal objects, e.g. toys, magazines



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Respiratory Etiquette

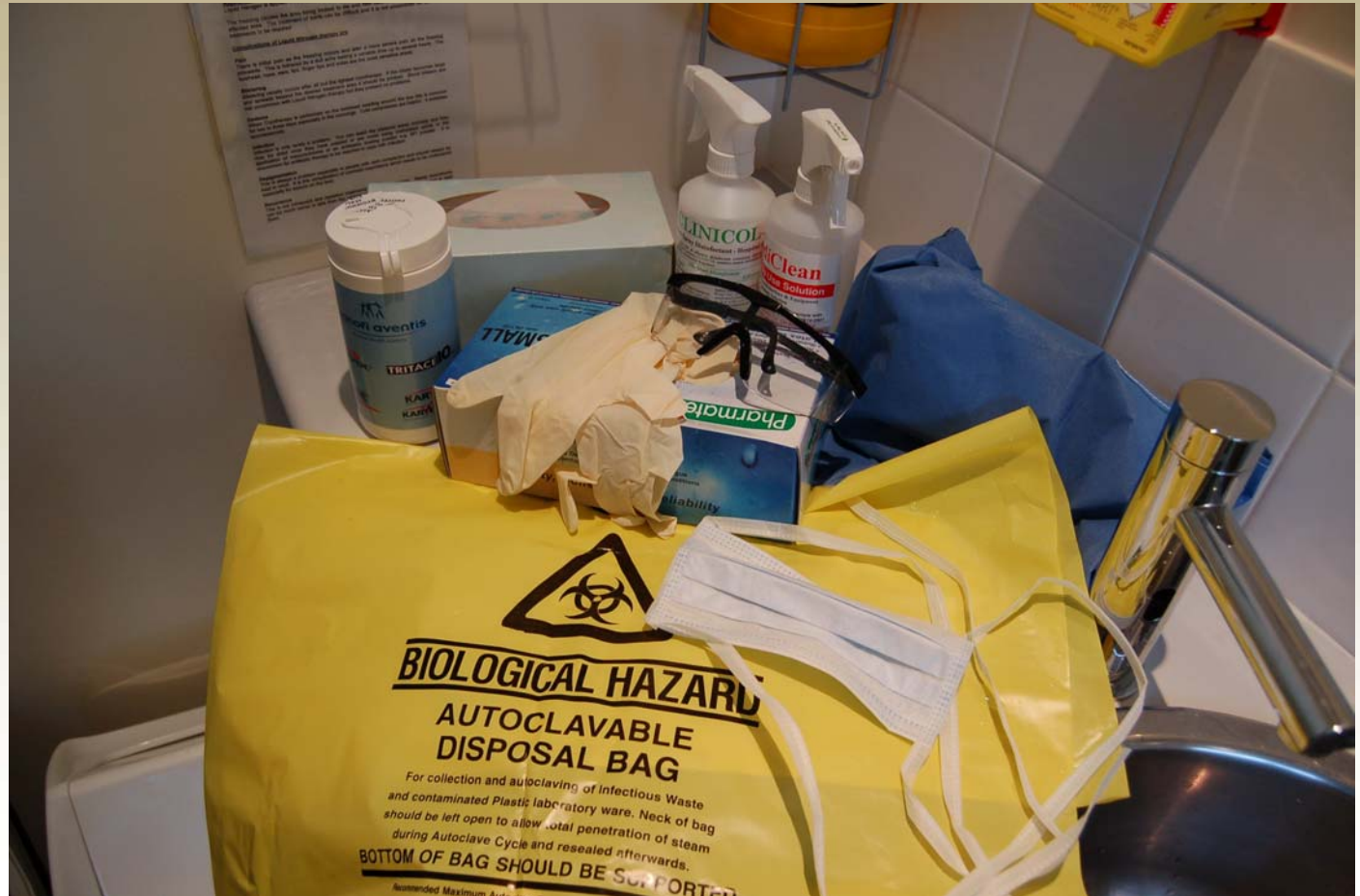
Respiratory etiquette refers to practices that reduce the potential for transmission of diseases from coughing and sneezing and includes:

- Covering the mouth and nose when coughing and sneezing
- Use tissues to contain secretions, and dispose of tissues after use in bin provided
- Attend to hand hygiene with soap and water and disposable towels to dry hands, or with the use of an alcohol hand rub.



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Infection Control Kit





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Infection Control Kit

- Non sterile disposable gloves
- Goggles
- Gowns – preferably disposable and long sleeved with cuffs
- Masks – regular surgical masks for patient use and N2/P95 masks for use by staff
- Tissues – for general use in promoting respiratory etiquette
- Waste bin lined with a plastic bag– for disposing of used tissues
- Alcohol based hand rub or wipes for hand hygiene
- Water and detergent spray for treating surfaces after contact with an infectious patient
- Yellow biohazard bags for disposal of contaminated items



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GP and Healthcare Worker Resources (Australian)

- Australian Health Management Plan for Pandemic Influenza and Infection control annexe:
 - <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/ohp-pandemic-ahmppi.htm>



GP and Healthcare Worker Resources (Australian)

- Prepared and Protected resources:
 - <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/phd-pandemic-resources.htm>
- Symptoms of avian influenza in birds:
 - <http://www.daff.gov.au/content/output.cfm?ObjectID=CF97EB75-11D4-4E3D-9230C02054BD1253#research>



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GP and Healthcare Worker Resources (Australian)

- Collins et al. General Practice: Professional Preparation for a Pandemic eMJA Nov 2006
 - http://www.mja.com.au/public/issues/185_10_201106/col10882_fm.html#intro
- Being Prepared for an Influenza Pandemic A kit for small businesses:
 - www.industry.gov.au/pandemicbusinesscontinuity



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RACGP resources

- RACGP Infection Control Standards for Office-based Practices (4th Edition):
 - <http://www.racgp.org.au/publications/orders>
- RACGP Pandemic Alert:
 - www.racgp.org.au/fridayfax
- RACGP Pandemic resources:
 - www.racgp.org.au/pandemicresources



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Australian Sentinel Research Practices (ASPREN)

- Established by RACGP (SA Faculty) in 1991
- Directed by the Discipline of General Practice
- Sentinel GP surveillance system for influenza like illness and other conditions seen in General Practice



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ASPREN cont.

- Important component of DoHA Biosurveillance strategy
- Web based electronic data collection
- QA&CPD points available – maximum 30 category 1 points for active learning module



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ASPREN further information

ASPREN also coordinate a database
of pandemic trained GPs.

For further information, please
contact by email:

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State Pandemic Influenza Plans

- Link to State plans:
<http://www.pandemic.net.au/resources.html>
- Preparing for an influenza pandemic
An information kit and workplan for
general practice:
www.health.vic.gov.au/pandemicinfluenza



GP and Healthcare Worker resources (international)

- World Health Organisation current phase of pandemic alert:
http://www.who.int/csr/disease/avian_influenza/phase/en/index.html
- WHO Disease Outbreak News:
<http://www.who.int/csr/don/en/index.html>
- Learning from SARS Renewal of Health in Canada: <http://www.phac-aspc.gc.ca/publicat/sars-sras/naylor/index.html>



GP and Healthcare Worker resources (international)

- Centres for Disease Control and Prevention (CDC):

Cover your cough poster:

[http://www.cdc.gov/flu/protect/covercough
.htm](http://www.cdc.gov/flu/protect/covercough.htm)

Respiratory poster:

[http://www.cdc.gov/ncidod/dhqp/pdf/Infdis
/RespiratoryPoster.pdf](http://www.cdc.gov/ncidod/dhqp/pdf/Infdis/RespiratoryPoster.pdf)