



Get **COVID-READY**

# Queensland's COVID-19 Care Pathways



**GP Webinar**  
**7 February 2022**



**Queensland**  
**Government**

# What are the challenges?



## **The demand is significant and growing**

- 31,619 assessment phone calls to 23 January (Adult: Low 18,169; Moderate 10,883; High: 2,567)
- 32,679 completed conversations with digital assistant (Billie the Bot)
- 16,340 completed conversations in paediatric campaign

## **Need to provide appropriate care within appropriate time**

- There are people with COVID-19 who have not been tested and need to be cared for
- Some people who have a positive PCR or RAT test who are more at risk, and need care faster
- People need information and may need care while waiting for their test results

## **Address overwhelming demand**

- Need to enable health service to prioritise and target those in need

# New Model of Care

## Self-care at home

Low risk  
(includes asymptomatic)

94%

Up to ~ 230,000 peak  
infections  
(~33,000 daily cases)

*The daily number is modelled on current inpatient data and assumes a 4 day length of stay (LoS). The peak number assumes a 7 day infection period. Therefore 33,000 daily cases x 7 days = 231,000 concurrent infections at peak.*

## Self-care with Primary Care Support

Medium Risk

5%

Up to ~19,000 peak  
active cases

*Assumes a 3 day lag and a 7 day duration.*

## Virtual Hospital

High Risk

0.5%

Up to ~1,900  
peak active  
cases

*Assumes a 3 day lag into care and a 7 day episode of care.*

## In Hospital

Very High Risk  
/ Medical emergency

0.5%

Up to ~1,500  
peak beds

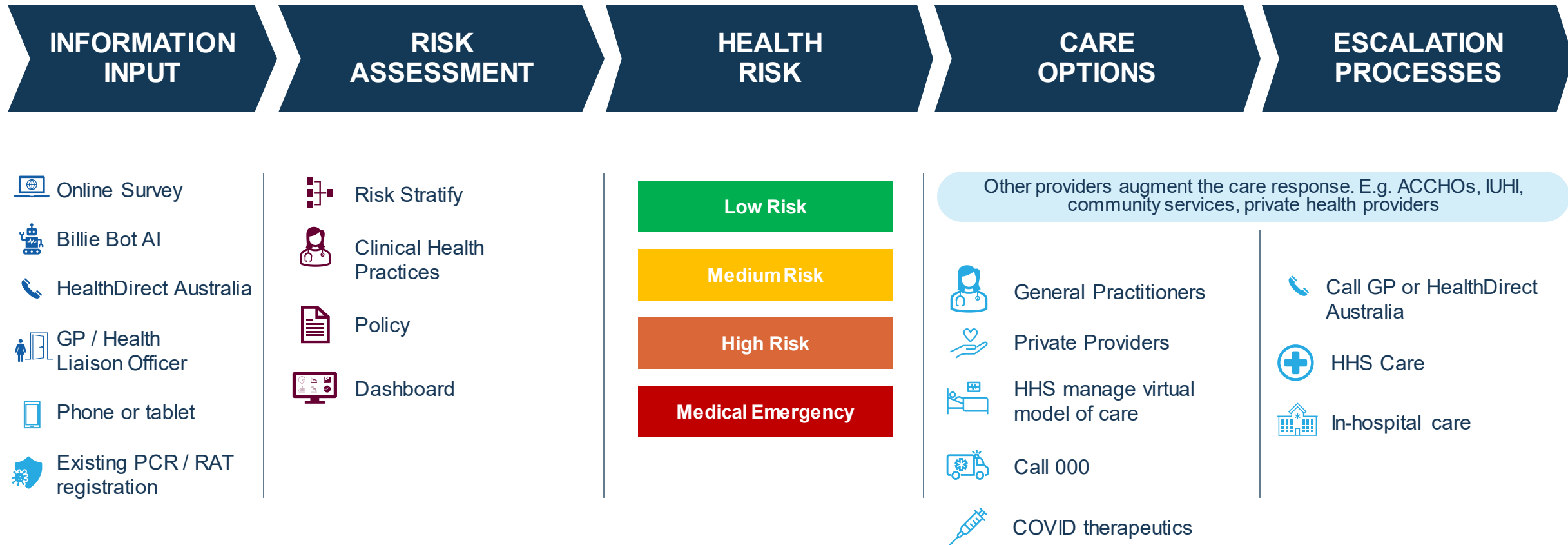
*Assumes a 4 day lag and a 4 day length of stay.*

## IMPROVEMENTS

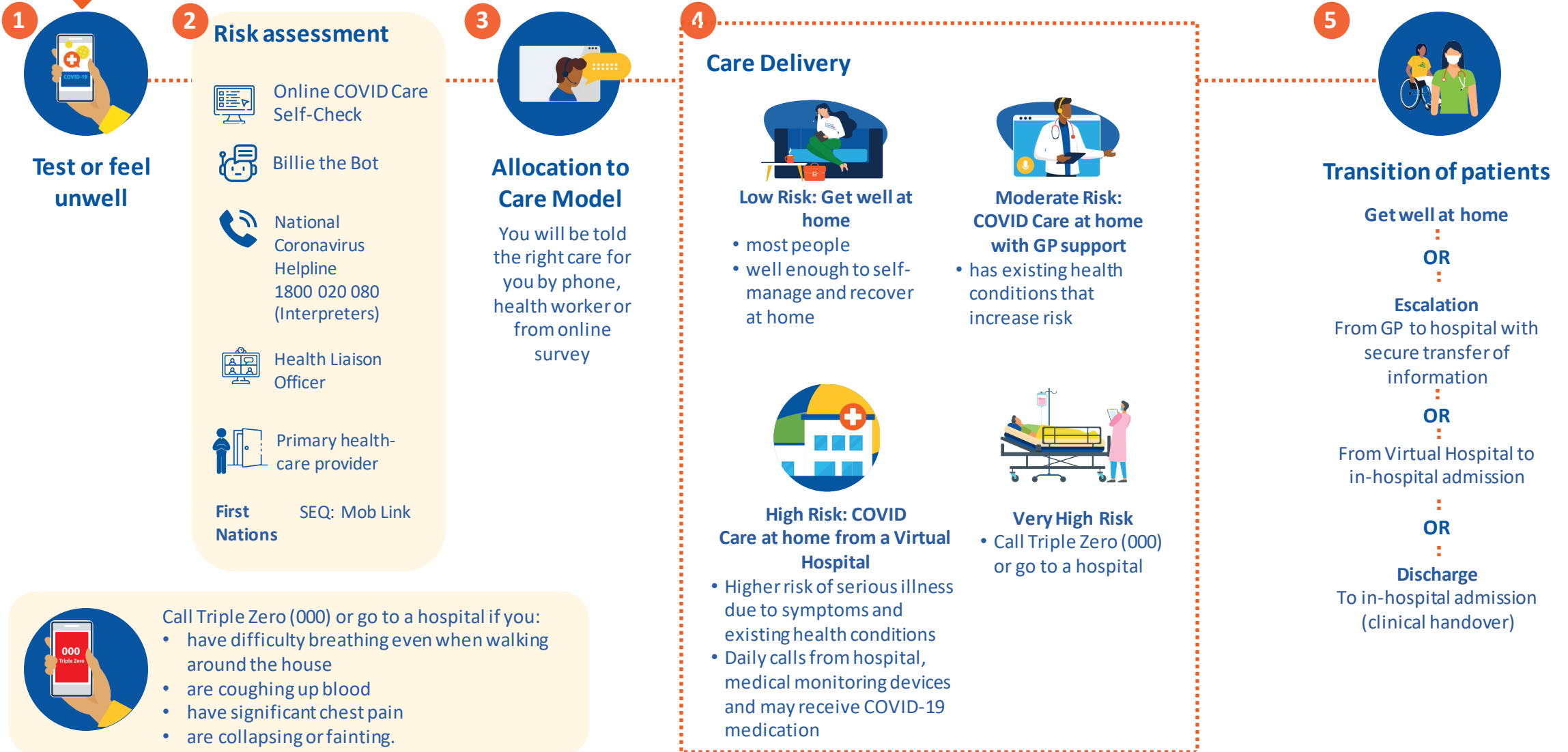
- Consumers can opt-in
- Patients triaged and streamed to care pathways
- 4 Care Pathways
- COVID Well self-care without GP or hospital unless they worsen

*~ modelled predictions based on a range of inputs including actuals, benchmarks and data from other jurisdictions.*

# What is the new model of care?



# What is the consumer journey in the system? (for clinicians)



# What happens if I get COVID? (for health consumers)

1



**Test or feel unwell**



**Call Triple Zero (000) or go to hospital if you:**

2

## Check your symptoms



Online COVID Care Self-Checker  
[www.qld.gov.au/health/covidcare](http://www.qld.gov.au/health/covidcare)



National Coronavirus Helpline  
1800 020 080  
(Interpreters)



Primary health-care provider

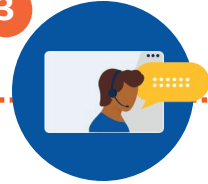


Health Liaison Officer

First Nations

SEQ: Mob Link  
1800 254 354

3



**Told the right care for you**

By phone, health worker or from the online survey

4



## Types of Care

### Get well at home

If you get worse call a GP or health worker, or call National Coronavirus Helpline



### COVID Care at Home from GP or health worker using telehealth

If you get worse call your hospital



### COVID Care at Home from a Virtual Hospital

If you get worse call your hospital



### COVID Care in Hospital Care in a COVID ward

5



**Your Recovery**

- have **difficulty breathing** even when moving around your home
- suddenly find it hard to breathe or **breathing is worse**
- are **coughing up blood**

- have significant **chest pain**
- are **collapsing or fainting**
- feeling **cold and sweaty**, with pale or blotchy skin
- feeling **agitated, confused or very drowsy**

- have a **rash** that looks like small bruises or bleeding under the skin and doesn't fade when you roll a glass over it
- stopped **peeing** or peeing much less than usual



# Escalation pathway – what to do

## What to do when your COVID-19-positive patient requires a higher level of care

Please refer to [HealthPathways](#) for the latest information and advice. Where possible, referrals to hospital-managed COVID-19 services should be submitted via existing referral channels (i.e. Smart Referrals, Medical Objects, fax).



Difficulty breathing even when walking around the house



Breathing has worsened



Coughing up blood



Bad chest pains



Collapsing or fainting



Feeling cold and sweaty, with pale or blotchy skin



Have a rash



Feeling agitated, confused or very drowsy



Stopping urinating or are urinating much less than usual



Your pulse oximeter says your oxygen level is 92% or less.



Patient appointment (in person, Telehealth or telephone)



Primary healthcare provider performs clinical assessment



Patient identified as suitable for escalation to hospital COVID-19 service



Healthcare provider phones local hospital's COVID-19 Senior Medical Officer



Primary healthcare provider sends electronic patient referral via secure messaging



Hospital assumes care of patient (virtual or admitted)

If the patient requires general advice only, advise them to phone 13HEALTH (13 43 25 84), the National Coronavirus Helpline 1800-020-080 or visit the [I have COVID-19 website](#).

Please check the local referral process for the COVID-19 hospital service in your catchment area by using [HealthPathways](#)

Patient discharged from virtual or inpatient care

Hospital provides discharge summary to GP to assist ongoing care

### Further information

[www.qld.gov.au/health/covidcare](http://www.qld.gov.au/health/covidcare)

National Coronavirus Helpline (interpreters available) - 1800 020 080

134 COVID (13 42 68) for testing and other COVID-19 advice

13 HEALTH (13 43 25 84), for confidential health advice from a registered nurse

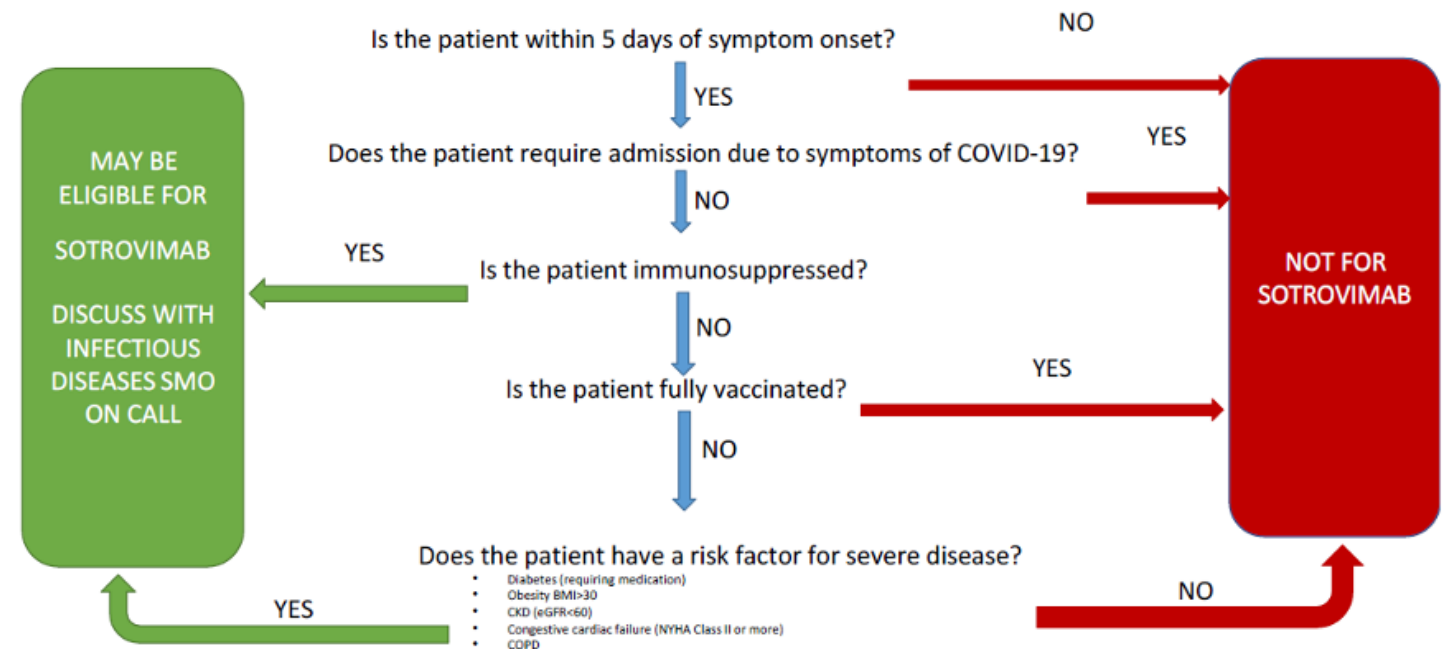


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# Monoclonals

- Referral process the same as the current escalation process, and requires a phone call to the Virtual Ward Clinical lead.
- Clinical criteria for monoclonals is available on the QLD Health website under clinical guidelines.
- COVID infection must be confirmed (RAT or PCR)
- Ronapreve: up to 7 days BUT not suitable for Omicron variant
- Sotrovimab: within 5 days
- Both single dose infusions
- Not hospitalised, do not require oxygen and have one or risk factors for more severe disease progression

## Sotrovimab decision pathway for confirmed COVID cases



Version: 1.0 Approved: 21 January 2022



# Information for GPs and Patients

Resources can be found at:

1. [Health Pathways](#) site (Website links, forms, FAQs)
2. [Asset Library](#)

This link is accessible to stakeholders outside of Queensland Health. It is NOT for patients or consumers – please download/save/print resources. DO NOT share the link with patients. The collection will be continually refined / built upon.

**COVID-19 Care Pathway**  
Key messages – Hospital and Health Services

Queensland has introduced an updated model of care for COVID-19 positive consumers and for people who have COVID-19 symptoms but have not yet had a test.

When consumers receive their positive PCR test result or record their positive Rapid Antigen Test, they will be directed to a range of information about the steps they need to take to protect the community and manage their health. This includes the option to assess their symptoms to find out what care, if any, they might need.

Consumers can:

- Complete Queensland Health's online COVID Care Self-Checker at [www.qld.gov.au/health/covid-self-checker](http://www.qld.gov.au/health/covid-self-checker)
- Call the National Coronavirus Helpline 24/7 on 1800 020 080 if they need an interpreter or want to talk to a person about their health or someone they care for
- Call an automated telephone service called Billie the Bot (1800 953 939 for advice for adults and 1800 845 298 for advice for children under 16 years of age)

Depending on their symptoms and health conditions, they will be advised about the right type of care for them. They will be told to call **Triple Zero (000)** if they have **severe symptoms or are seriously breathing**.

Further information  
[www.qld.gov.au/health/covidcare](http://www.qld.gov.au/health/covidcare)  
National Coronavirus Helpline (interpreters available) - 1800 020 080  
194 COVID (53 42 68) for testing and other COVID-19 advice  
13 HEALTH (13 43 25 64), for confidential health advice from a registered nurse

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**What happens if I get COVID?**

1. Test or feel unwell
2. Check your symptoms  
Online COVID Care Self-Checker  
[www.qld.gov.au/health/covid-self-checker](http://www.qld.gov.au/health/covid-self-checker)  
National Coronavirus Helpline  
1800 020 080 (interpreters available)  
Primary health care provider  
Health Liaison Officer  
First Nations  
1800 254 354
3. Tell the right care for you  
By phone, health worker or from the online survey
4. Types of Care  
Get well at home  
If you get worse call a GP or health worker, or call National Coronavirus Helpline  
COVID Care at Home  
from GP or health worker using telehealth  
If you get worse call your hospital  
COVID Care at Home from a Virtual Hospital  
If you get worse call your hospital  
COVID Care in Hospital  
Care in a COVID ward
5. Your Recovery

Call Triple Zero (000) or go to hospital if you:

- have difficulty breathing even when moving around your home
- suddenly find it hard to breathe or your breathing has gotten worse
- are coughing up blood
- have significant chest pain
- have a rash that looks like small bruises or bleeding under the skin and doesn't fade when you roll a glass over it
- are feeling agitated, confused or very drowsy
- stop peeing or peeing much less than usual

**COVID-19: When to get medical help**

Most people who get COVID-19 will be able to care for themselves at home, like they would for many other viruses. You should seek medical advice if you are not improving after 2 or 3 days, have a chronic health condition or are pregnant.

Call a doctor (GP) or health care worker if your symptoms aren't getting better or if they are worse.

Call Triple Zero (000) or go to hospital if you have:

- difficulty breathing even when moving around your home
- suddenly find it hard to breathe or your breathing has gotten worse
- coughing up blood
- significant chest pain
- collapsing or fainting
- feeling cold and sweaty, with pale or blotchy skin
- have a rash that looks like small bruises or bleeding under the skin and doesn't fade when you roll a glass over it
- feeling agitated, confused or very drowsy
- stop peeing or peeing much less than usual

Tell Triple Zero (000) if you or the person in your care has COVID-19 or that you think you do.

Call Triple Zero (000) or go to hospital if you have or are:

- difficulty breathing even when moving around your home
- suddenly find it hard to breathe or your breathing has gotten worse
- coughing up blood
- significant chest pain
- collapsing or fainting
- feeling cold and sweaty, with pale or blotchy skin
- a rash that looks like small bruises or bleeding under the skin and doesn't fade when you roll a glass over it
- feeling agitated, confused or very drowsy
- stop peeing or peeing much less than usual

What happens if I get COVID?

If you test positive to COVID-19 or you've got COVID-19 symptoms and are waiting for your results, complete the online COVID Care Self-Checker at [www.qld.gov.au/health/covid-self-checker](http://www.qld.gov.au/health/covid-self-checker) or call the National Coronavirus Helpline 24/7 on 1800 020 080. Call the helpline if you need an interpreter or you want to talk to a person about your health or someone you care for.

You will be told the right type of care for you:

- Get well at home  
• Monitor symptoms daily
- Get COVID Care at Home  
• You will need to call your GP or primary healthcare worker  
• Stay at home and have telehealth appointments with a nurse, GP or healthcare worker
- Get COVID Care at Home from a Virtual Hospital  
• Stay at home and the virtual hospital will call you  
• Health staff will manage your care remotely  
• Medical monitoring devices may be sent to you  
• Call your hospital health worker if you get worse
- You will need emergency medical care  
• Call Triple Zero (000) or go to hospital

Common symptoms of COVID-19 might include:

- Fever
- Cough
- Sore throat
- Headache
- Nausea or vomiting
- Fatigue
- Diarrhoea
- Loss of taste or smell
- Loss of voice
- Loss of taste

Further information  
[www.qld.gov.au/health/covidcare](http://www.qld.gov.au/health/covidcare)  
National Coronavirus Helpline (1800 020 080)

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**Pulse oximeter**  
Patient information

What is a pulse oximeter and why do I need to use it?

A pulse oximeter is a device that can monitor your breathing, your heart rate, and the amount of oxygen in your blood.

The pulse oximeter has been provided to you so health staff can keep track of your health and determine if you're getting better.

How do I use the pulse oximeter?

- Rest for at least five minutes before using it.
- Turn on the pulse oximeter and place it over your middle or index finger.
- Place your hand on a flat surface and hold it still.
- Keep the pulse oximeter on your finger for at least a minute or until the reading is stable.
- Write down your results so you and the health staff caring for you can keep track of your progress – blood oxygen level (as a percentage) – blood oxygen level (as a percentage) and heart rate (beats per minute).

Tips for using the pulse oximeter

- The pulse oximeter will only work with normal nail and skin e.g. no significant bruising, band-aids etc.
- Make sure you remove any false (acrylic) nails or nail polish, and make sure your nails are cut short.
- Take your measurements several times a day.
- If you start to feel unwell with worsening symptoms, please take the measurements more often.

Check your COVID-19 symptoms

If you've got COVID-19 or you've got COVID-19 symptoms, you can assess your own symptoms to find out what care, if any, you might need. You can do this even while you're waiting for your COVID-19 test results.

Complete the online COVID Care Self-Checker at [www.qld.gov.au/health/covid-self-checker](http://www.qld.gov.au/health/covid-self-checker), or call the National Coronavirus Helpline 24/7 on 1800 020 080. Call the helpline if you need an interpreter or want to talk to a person about you or someone you care for.

Remember, if you have COVID-19 you'll need to take a number of steps to protect your family, the community and manage your health.

COVID Care Self-Checker

Scan the code below to complete online

More information  
[www.qld.gov.au/health/covidcare](http://www.qld.gov.au/health/covidcare)  
National Coronavirus Helpline (interpreters available) - 1800 020 080  
13 Health - 13 43 25 64  
194 COVID - 19 42 68

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