Re-introduction of In-Office Primary Care

VIRTUAL CARE is HERE TO STAY
Continue to offer telephone or virtual visits as the FIRST option, only offering in-person visits if physical examination will change your management, the patient requires a hands-on procedure/intervention, or if an in-person visit is in the patient’s best interest.

Transitions from one phase to the next will depend on:
your office readiness (PPE, staffing, office size/configuration), stages of provincial re-opening and your community’s COVID prevalence.

This is a rough guide to support your clinical judgement on the items in the categories below. You know your patients the best.

Phase I of re-opening
- Newborn care (i.e. weight checks)
- Well Baby visits + immunizations
- Prenatal care
- Pregnancy termination care
- IUD insertion/removal, endometrial biopsy
- Acute illness or pain requiring in-person exam (i.e. ENT, neuro, MSK, abdo, GU, gyne, breast)
- Unstable chronic disease (COPD/CHF)
- Mental Health visits (if concern about destabilization without in-person visit)
- Addiction care (i.e. alcohol, suboxone)
- Skin biopsies (for suspected melanoma)
- Acute injuries (lacerations, abscess I&D, burns, high-risk wound care, etc)
- Injections (anti-psychotics, Depo-Provera, Prolia, methotrexate, etc)
- Adult vaccines (Prevacox/Pneumovax)
- Joint injections for chronic/acute pain
- Allergy shots (if office space allows)
- Suture removal
- Palliative care visits (office or home)
- MAID requests
- Driver’s Medicals/3rd party medicals for essential service workers

* You may be doing these things already *

Phase II of re-opening
- Adult immunizations (routine Shingrix, Tdap, etc)
- Driver’s Medicals/3rd party medicals for non-essential services
- Pap smears for follow-up of prior abnormal
- Mental Health (routine visits)
- ENT, cardiac, GU non-urgent issues requiring exam
- Deaf or vulnerable patients unable to have virtual visits (if non-urgent concern)
- Skin exams if photo/video insufficient
- Skin biopsies (for non-melanoma lesions)
- Liquid nitrogen treatments (warts, AKs)

if adequate PPE, office staff, and office configuration

Phase III of re-opening
- Meet and greets for new patients
- Routine paps
- Periodic/Preventative Care Reviews
- B12 injections
- Diabetic checks
- Hypertension review
- Stable CHF/COPD visits
- Contraception review
- STI screening
- Smoking cessation

*Continue to provide virtual care where able*
This may be the NEW NORMAL