

Mississauga Health COVID@Home Monitoring Program

The Mississauga Ontario Health Team (Mississauga Health) and its collaborating partners are pleased to announce the launch of the COVID@Home program to support Primary Care Providers (PCP) who are caring for COVID-19 positive patients in their practice.

Throughout the pandemic, PCPs in Mississauga have continued to support their patients to the best of their capacity. Providing care for patients with COVID-19 in the community presents unique challenges. This document, and its related resources strives to achieve two goals:

1. To provide organized tools and templates for PCPs to provide care for their patients living with COVID-19 in the community
2. To outline the COVID@Home Monitoring Program designed to augment the care of these patients for those at higher risk for deterioration.

COVID@Home Approach to Care

Early identification of patients with COVID-19 and regular structured virtual visits with these individuals have been shown to reduce their anxiety about the illness, improve their adherence to self-care and support early identification of those at risk for deterioration. PCPs are encouraged to care for their patients who are diagnosed with COVID-19 using the attached resources:

- **Providing Care for Our Patients with COVID@Home:** Includes an approach to initial assessment, a standardized risk assessment, criteria for when to consider referral to ED and an approach to the virtual symptom monitoring visits
- **Community COVID19 Ward Monitoring:** A example template for a structured approach to virtual symptoms monitoring visits (fillable EMR symptom monitoring documents are available at <https://hfam.ca/clinical-pathways-and-evidence/emr-tools/>)
- **A suite of patient education documents including:**
 - Mississauga COVID@Home Self-Care and Symptom Monitoring
 - Mississauga COVID@Home Patient Symptom Timeline
 - COVID@Home Timed Position Changes
 - Public Health How to Self-Isolate
 - Pulse Oximetry Patient Instructions
- **COVID@Home Tools and Resources Supporting Primary Care Providers:** A resource document from Ontario Health providing links to numerous additional resources

A key part of monitoring a COVID@Home patients is oxygen saturation. PCPs should encourage patients to purchase their own pulse oximeter as soon as they are diagnosed with COVID-19. If patients do not have access to a pulse oximeter or are unable to purchase one, the Mississauga COVID@Home program can provide one.

Pulse oximeters can be accessed by simply writing “Pulse Oximeter” directly on a Home and Community Care Support Services Referral Form.

COVID@Home Monitoring Program

Mississauga Health recognizes that caring for patients with COVID-19 can be challenging in the context of all the demands on PCPs. Monitoring Teams can augment the care PCPs provide by assisting in completing virtual symptom monitoring visits. The Monitoring Teams, which are embedded within the Interprofessional Primary Care Teams in Mississauga, are staffed by nurses and nurse practitioners.

Which patients can be referred to the COVID@Home Monitoring Program?

- The program is designed to support the care of patients who are identified at High or Average Risk for deterioration based upon a standardized risk assessment.
- Patients in the Low Risk category should continue to be monitored by their PCP.

How do physicians refer patients to the COVID@Home Monitoring Program?

- **Physicians who wish to refer patients may write “COVID@Home” in the Home and Community Care Support Services Referral form.**
- Patients will then be triaged to one of the three Monitoring Teams. The Monitoring Team Clinicians will follow patients for the length of their illness or admission to hospital and communicate with the PCP on an as needed basis.
- In referring patients to the Monitoring Team, the PCP is agreeing to make themselves available with the Monitoring Teams if necessary.

Where do I find additional information about the COVID@Home Monitoring Program?

- For further information about the Monitoring Program please review the attached document: Mississauga COVID@Home Monitoring Program Description

We hope you find these resources and this service to be helpful for you and your patients. We thank you for all that you do for your patients and your community in this challenging time.

Yours Sincerely,

Mississauga Health Primary Care

This program and its resources adapts and builds upon the successful COVID@Home programs across the province including those from Hamilton Family Medicine (<https://hfam.ca>), Women's College Hospital COVIDCare@Home (<https://covidcareathome.ca>) and Ontario Health West Region (<https://healthcareathome.ca/southwest/en>)