

Primary Care Providers in a community setting should:



PREPARE

APPLY [Routine Practices and Additional Precautions](#)

ASSESS whether your practice has the capacity to safely conduct a clinical examination and collect specimens for patients at risk of having 2019-nCoV

Capacity requirements include:

- Access to, and ability to safely use N95 respirators
- Appropriate cleaning procedures in place

IMPLEMENT a process to screen patients and flag suspected cases



SCREEN

SCREEN PATIENTS:

- By phone (if applicable)
- At the door (via signage)
- At reception

See page 2 for guidance on how to respond to suspected cases of 2019-nCoV, depending on whether your clinic has safety precautions in place

If your practice has safety precautions* in place to manage 2019-nCoV



EXAMINE

EXAMINE the patient and take a detailed history to determine if they meet the definition of [“Person Under Investigation”](#)



TEST

TEST: collect and submit specimens to [Public Health Ontario](#), if you have capacity to do so, **OR**

CONTACT the local public health unit to organize testing

NOTES: • Primary care providers are not required to conduct testing.

• Contact Public Health Ontario to obtain approval for testing before collecting specimens.**



REPORT

REPORT all suspected and confirmed cases to your local Public Health Unit

* Safety precautions for the management of 2019-nCoV include: access to, and ability to safely use N95 respirators, and appropriate cleaning procedures in place

** For approval, contact PHO Laboratory's Customer Service Centre at 416-235-6556 / 1-877-604-4567 or the After-Hours Emergency Duty Officer at 416-605-3113

How to respond to suspected cases of 2019-nCoV in community-based practices:

If a patient screens positive by phone

AND

Your clinic has safety precautions* in place to manage 2019-nCoV

1. **EXAMINE:** You may offer to see the patient in your office for clinical assessment, examination, and testing if appropriate.

Your clinic does not have safety precautions in place to manage 2019-nCoV

1. Take a detailed history by phone
2. Determine if the patient meets the definition of [“Person Under Investigation” \(PUI\)](#).
3. **REPORT:** If the patient is a PUI, call your local public health unit to report the case, determine if testing is appropriate and (if so) determine next steps for the patient.

If a patient screens positive at the office

AND

Your clinic has safety precautions* in place to manage 2019-nCoV

1. **ISOLATE:** Mask the patient and isolate them in a room with a closed door upon arrival
2. **EXAMINE:** Take a detailed history and perform a clinical examination to determine if the patient meets the definition of “Person Under Investigation” (PUI)
3. **REPORT:** If the patient is a PUI, contact your local Public Health Unit to report the case and determine next steps, which could include:
 - **Testing** in at your office,** at a public health location, or at the local hospital
 - **Referral** to hospital***

Your clinic does not have safety precautions in place to manage 2019-nCoV

1. **ISOLATE:** Mask the patient and isolate them in a room with a closed door upon arrival
2. **EXAMINE (OPTIONAL):**
 - Maintain contact/droplet precautions and a 2-metre distance from the patient.
 - Take a history and do a visual examination to determine if the patient meets the definition of “Person Under Investigation” (PUI).
3. **REPORT:** If the patient is a PUI, contact your local Public Health Unit to report the case and determine next steps, which could include:
 - **Testing** at a public health location, or at the local hospital
 - **Referral** to hospital***

* Safety precautions for the management of 2019-nCoV include: access to, and ability to safely use N95 respirators, and appropriate cleaning procedures in place

** Primary care providers are not expected to conduct testing for 2019-nCoV; however they may do so if prepared and have the capacity to conduct the test and send specimens to Public Health Ontario.

*** If patients are referred to local hospital: coordinate with the hospital, the Public Health Unit and the patient to make safe arrangements for transfer that maintains isolation of the patient.