

# CALHN Discharge Planning Decision Making Matrix for Patients with COVID-19

Last Updated 10 August 2022

Relevant to all CALHN patients, for other LHNs, refer to local processes

# DISCHARGE PLANNING DECISION MAKING MATRIX FOR INPATIENTS WITH COVID-19

HIGH RISK VACCINATION  
CLINIC

0466 655 592

Has COVID-19 resulted in death?

NO

YES

**MEDICAL USE ONLY**

Refer to appendix (10) for mortality process

Is the patient discharging  
against medical advice?

NO

YES

**MEDICAL USE ONLY**

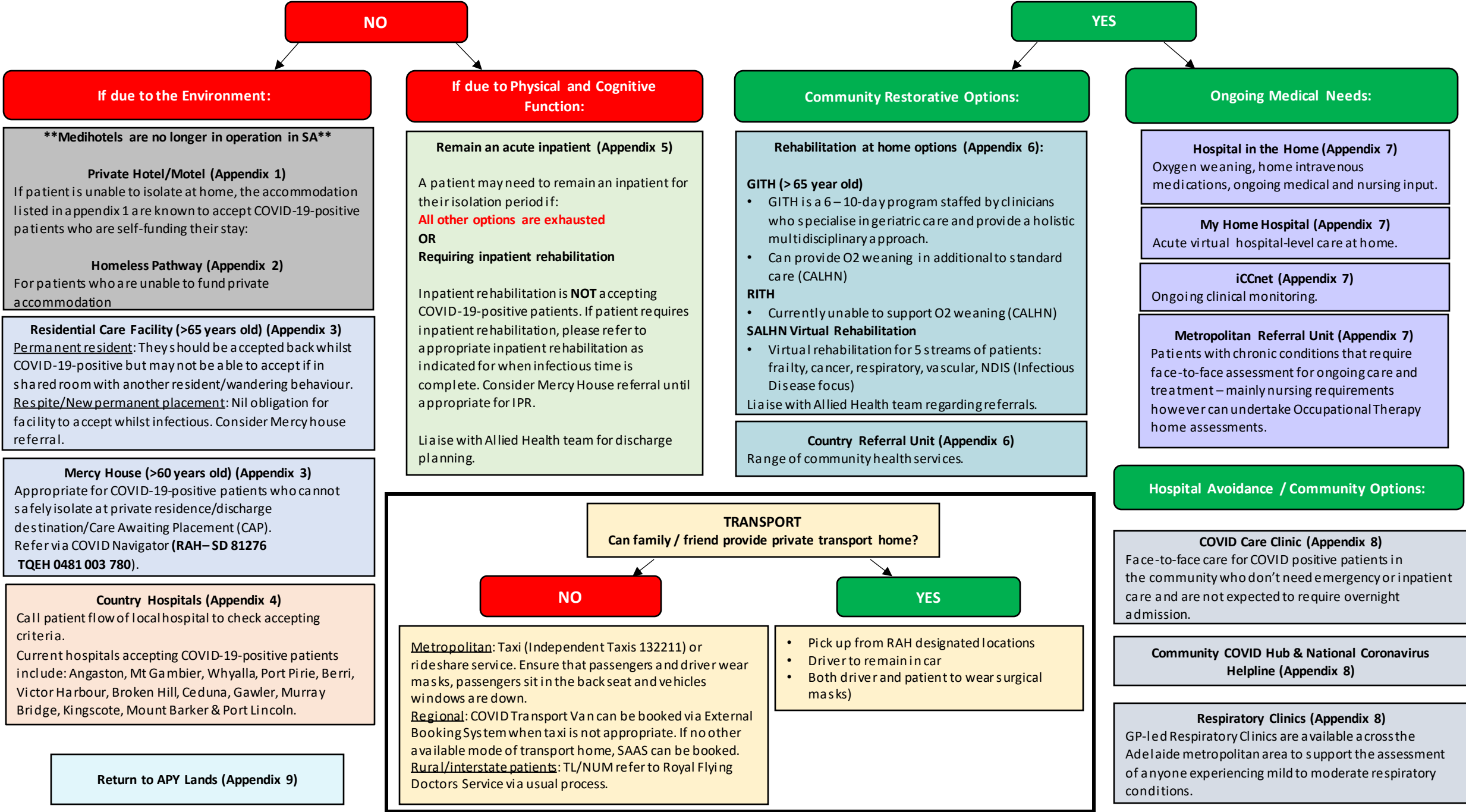
All patients require a discharge  
summary to be sent to GP for  
ongoing management

**MEDICAL + NURSING USE ONLY**

Refer to appendix (10) for process.  
Please ensure a valid discharge  
summary is sent to GP for ongoing  
management.

Is the patient able to return to their previous accommodation? Consider:

- Patient's home environment (is there a separate bedroom for them to isolate in? They *can share a bathroom* with other home dwellers provided it is wiped down after use)
- Patient's physical and cognitive function (are they independent? Can they access the care assistance they require?)



Appendix 1: Supervise Quarantine or Isolation					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
The Palms apartments and the Osmond Motel and Apartments	Yes	<ul style="list-style-type: none"> <li>Kitchenette rooms available</li> <li>Patients will need to order meals, family and friends can drop off food and other necessary items in reception</li> </ul>	Ring 8267 1556 One booking centre for both hotels (under the name Adelaide Dress Circle Apartments)		
Scotty's Motel	Yes	<ul style="list-style-type: none"> <li>Food not provided</li> <li>Patient must remain in room</li> <li>\$150 per night</li> </ul>	Ring 8269 1555.		
Adelaide Meridien Hotel	Yes	<ul style="list-style-type: none"> <li>All rooms have microwave, toaster, fridge, kettle and Wi-Fi</li> <li>All rooms have balcony</li> <li>\$140 per night</li> </ul>	Harry Smith - 08 8267 3033	No housekeeping services are completed while COVID-positive guests are in-house due to our COVID-safe management plan, however any additional amenities such as towels, bin bags, tea & coffee etc. can be provided upon request. also offer complimentary onsite parking for all guests as well.	
Quality Apartments Adelaide	Yes	<ul style="list-style-type: none"> <li>Kitchenette in all rooms</li> <li>Patients will need to arrange their own food</li> <li>1 bed apt \$225 per night – cheapest</li> </ul>	Trevor Baillie - 08 8221 5702		
Mawson Lakes Hotel	Yes	<ul style="list-style-type: none"> <li>Offsite apartments that are fully self-catered, with kitchen/laundry/private balconies/ housekeeping items and room service</li> </ul>	Peter Oliver – 08 8360 3500		
Adelaide Caravan Park Windsor Gardens	Yes	<ul style="list-style-type: none"> <li>Patient to self-fund cabin (include kitchenettes).</li> <li>Patients will need to order meals, family and friends can drop off food and other necessary items to cabin.</li> <li>\$145 per night</li> </ul>	Ring 8261 1091		
Semaphore Caravan Park – discovery park semaphore	Yes	<ul style="list-style-type: none"> <li>Self-contained cabin with kitchen</li> <li>\$100-150 per night depending on night</li> <li>Patients will need to order meals, family and friends can drop off food and other necessary items to cabin.</li> </ul>	Ring 8449 7726		

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Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Brownhill Creek Caravan Park Mitcham	Yes	<ul style="list-style-type: none"><li>Self contained cabin with kitchen</li><li>\$97-\$130 per night</li><li>Need to source own food</li></ul>	Ring 8271 4824	Minimum 7 night stay	
La Loft Apartments CBD and Unley	Yes	<ul style="list-style-type: none"><li>Self contained apartments</li><li>Prices vary</li><li>Need to source own food</li></ul>	Ring CBD Pulteney 8232 0033 Ring Unley 1300 660 711/ 0412 071 682	No phones available in the apartment	
Belair National Holiday Park	Yes	<ul style="list-style-type: none"><li>Self contained cabin with kitchen</li><li>\$120 per night</li><li>Need to source own food</li></ul>	Ring 8278 3540		
Marion Motel and apartments	Yes	<ul style="list-style-type: none"><li>Have bathroom and toilet</li><li>Only have kettle, microwave and mini fridge</li><li>\$182 per night</li><li>Need to source own food</li></ul>	Ring 8371 2899	Availability depends	
Welcome Inn 277 Motel Glenunga	Yes	<ul style="list-style-type: none"><li>Basic rooms, have microwave, toaster, fridge</li><li>Can request kitchenette for \$20 extra/night</li><li>\$165-185 per night</li><li>Need to source own food</li></ul>	Ring 8379 7111		
Tollgate Motel Glen Osmond	Yes	<ul style="list-style-type: none"><li>Rooms only have microwave, toaster and fridge</li><li>Need to source own food</li></ul>	Ring 8379 1651		
Greenways apartments North Adelaide	Yes	<ul style="list-style-type: none"><li>Full kitchen set up</li><li>Need to source own food</li></ul>	Michelle Davis 0488 422 748		
Comfort Inn and Suits Manhattan	Yes	<ul style="list-style-type: none"><li>Mini fridge, microwave, kettle</li><li>Need to source own food</li></ul>	Michelle Davis 0488 422 748		

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Comfort Inn Glenelg	Yes	<ul style="list-style-type: none"> <li>Mini fridge, microwave, toaster kettle – king rooms</li> <li>In King Exec Suits have kitchenettes</li> <li>Wi-Fi</li> <li>Have to source own food</li> </ul>	Michelle Davis - 0488 422 748		
Adelaide Pulteney Motel	Yes	<ul style="list-style-type: none"> <li>Mini fridge, microwave, toaster, kettle</li> <li>Wi-Fi</li> <li>Have to source own food</li> </ul>	Michelle Davis - 0488 422 748		
Berri Hotel	Yes	<ul style="list-style-type: none"> <li>Villas have kitchenette, separate lounge room, Wi-Fi and private balcony</li> </ul>	Jeremy Sweet - 08 8582 1411		
Bridgeport Hotel	Yes		Ian Muller – 08 8532 2002		
John Pirie Motor Inn	Yes	<ul style="list-style-type: none"> <li>Ground floor accommodation</li> <li>Ensuite, free Wi-Fi, room service dinner (M-F), tea/coffee facilities, toaster, TV, radio, internal telephone.</li> <li>Microwave oven available</li> <li>24/7 manager, 3 self-contained units, on site guest laundry</li> </ul>	Andrew Spier – 08 8632 4200		
Whyalla Playford Apartments	Yes	<ul style="list-style-type: none"> <li>Apartments are fully self-contained with cookware, cooking utensils, plates, cups, cutlery, full-sized fridge, stove top oven with a range hood.</li> <li>Some Apartments have a Bath and/or Balcony.</li> <li>TV, free WIFI, coffee pod machine with pods and a queen-sized bed.</li> <li>Open plan living with kitchen, dining and lounge area with separate bedrooms and bathrooms.</li> <li>We have undercover free parking available.</li> </ul>	Ring 08 8644 1188		

Appendix 2: Homeless Pathway		
Service	Referral process	Additional information
Homeless Connect	<p>1800 003 308</p> <p>Can contact 24 hours a day, 7 days a week</p>	<p>As part of the decommissioning of medihotels in South Australia, SA Health will no longer accommodate people, including those who are homeless, who are either COVID-19 positive or a close contact without a clinical need.</p> <p>People may be eligible to access accommodation through the Emergency Accommodation Program for their isolation period after providing verification of a positive COVID-19 PCR test or positive RAT test, if:</p> <ul style="list-style-type: none"> <li>• The client is experiencing homelessness and are unable to isolate safely, for example they are living in a boarding house with shared living facilities, they are rough sleeping</li> <li>• The client has no other alternate living arrangement, for example staying with a family member or friend</li> <li>• The client is unable to pay for their own accommodation</li> <li>• The homelessness service provider has exhausted all accommodation options</li> <li>• The homelessness service provider will provide required case management support to enable the client to safely isolate</li> <li>• For clients exiting a boarding housing with shared facilities due to covid-19, that the boarding house provider agrees to reaccommodate the client at the conclusion of their isolation period</li> <li>• The client agrees to safely isolate to reduce risk of infection towards others.</li> </ul> <p>Once the person completes their isolation period, eligibility will be re-assessed in line with EAP policy, including the reconsideration of the client's ability to access alternative housing options.</p>

Appendix 3: Aged Care					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Residential Aged Care Facilities – permanent residents	Yes. Facility-dependent.	Contact facility directly to discuss any barriers.			Discuss with COVID Navigator on SD <b>81276</b> - RAH TQEH <b>0481 003 780</b>
Residential Aged Care Facilities – respite or new permanency	No			Check vaccination requirement for facility.	
Care Awaiting Placement (CAP)	No	Must be medically cleared and at least day 10 post positive result.	Refer to local process.	Consider Mercy House if patient has been accepted and needs to complete isolation period	
Mercy House (COVID CAP)	Yes	<ul style="list-style-type: none"> <li>• &gt;= 60 year old, COVID-19-positive, must have a discharge plan in place</li> <li>• Only appropriate for patients who do not already have a safe isolation location.</li> <li>• Need to be medically stable (no O2 requirement)</li> <li>• Mercy House is not a secure facility so not suitable for confused/wandering patients.</li> </ul>	COVID Navigator on SD <b>81276</b> - RAH  TQEH: <b>0481 003 780</b>	<ul style="list-style-type: none"> <li>• No Allied Health input available</li> <li>• Care staff can undertake therapy plan as prescribed by inpatient clinicians in discharge summary/handover.</li> <li>• If patient requires IV Remdesivir this is completed via HASDS- please see appendix 8.</li> </ul>	Discuss with COVID Navigator on SD RAH <b>81276</b>  TQEH <b>0481 003 780</b>
Supported Residential Care Facility	Yes. Facility-dependent.	Contact facility/providers directly to discuss any barriers. If unable to contact facility, then contact support coordinator.	May require Disability Liaison Officer (DLO) referral and Allied Health Team referrals if applicable.		Discuss with COVID Navigator on SD <b>81276</b>  <ul style="list-style-type: none"> <li>• If providers are having difficulty, then advise NDIA on the situation via email <a href="mailto:provider.support@ndis.gov.au">provider.support@ndis.gov.au</a> and</li> <li>• Lodge a 13A notification with the NDIS commission</li> </ul>



Appendix 4: Country Hospitals					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Angaston Hospital	Yes	Inclusion criteria : <ul style="list-style-type: none"> <li>Incidental COVID-19</li> <li>Mild disease requiring admission (oxygen saturation &gt;95%) on room air</li> <li>Palliative care for COVID-19-positive</li> <li>RACF residents unable to remain at local facility</li> <li>NDIS clients with carer barriers whilst COVID-19-positive</li> <li><b>No remdesivir</b></li> <li>DC plan in place</li> </ul> Exclusion criteria : <ul style="list-style-type: none"> <li>Behaviours of concern (e.g. code blacks)</li> <li>High acuity care requirement (e.g. tracheostomy)</li> <li>Requiring more than 3 x assist for care</li> <li>Supplemental oxygen</li> <li>Complex discharge planning requirements</li> </ul>	<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (<b>7117 6999</b>) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise reaccepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>	Need to consider how the patient will leave Angaston after isolation period as no transport available from there.	
Berri (Riverland General Hospital)	Yes		<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (<b>7117 6999</b>) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise reaccepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>	4 negative pressure rooms  Currently full of COVID + patients - not accepting any referrals	
Victor Harbor (South Coast District)	Yes	Inclusion criteria : <ul style="list-style-type: none"> <li>Incidental COVID-19</li> <li>No oxygen requirement</li> <li>Does not require prone positioning</li> <li>No significant respiratory issues</li> <li>No observations within red or purple zones</li> </ul>	<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>TL to seek bed availability via bed manager at Victor Harbor</li> </ul>	Have 7 beds available for COVID patients  Currently full and not accepting any COVID + patients 1/8/2022	
Whyalla	Yes	<ul style="list-style-type: none"> <li>Must be Whyalla resident</li> </ul>	<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>TL to seek bed availability via bed manager at Whyalla</li> </ul>	4 monitored beds and 4 negative pressure rooms	

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Broken Hill	Yes		<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>TL to seek bed availability via bed manager at Broken Hill</li> <li>0419 839 069 Patient Flow Coordinator</li> </ul>	Will require RFDS flight-TL to book flight via usual processes 5-6 single rooms available for all MRO patients	
Ceduna	Yes	Accepting team will assess each patient on a case-by-case basis	<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>Speak to nurse unit manager or director of nurse for availabilities</li> <li>TL to seek bed availability via bed manager at Ceduna</li> </ul>	3 negative pressure rooms, 1 palliative care room and 1 in front of nursing station	
Gawler	Yes	Inclusion criteria : <ul style="list-style-type: none"> <li>SpO2 &gt;95% on RA</li> <li>Nil delirium or confusion</li> </ul>	<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (7117 6999) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise re accepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>		
Murray Bridge	Yes	Inclusion criteria : <ul style="list-style-type: none"> <li>No oxygen requirement</li> <li>No behavioural concerns – i.e. no 1:1 special or wandering</li> <li>DC plan in place – limited allied health for DC planning</li> </ul>	<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (7117 6999) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise re accepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>	4 negative pressure beds	

Appendix 4: Country Hospitals					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Kingscote	Yes		<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>TL to seek bed availability via bed manager at Kingscote</li> </ul>	1 bed only	
Port Lincoln	Yes	<ul style="list-style-type: none"> <li>Complex care stable</li> <li>Able to accept patient with O2 requirements depending on flow</li> </ul>	<ul style="list-style-type: none"> <li>Medical to call 8683 2001 to discuss referral with medical team</li> <li>TL to seek bed availability via bed manager at Port Lincoln</li> </ul>	2 negative pressure rooms  Patient can receive allied health input while COVID positive	
Port Pirie	Yes	<ul style="list-style-type: none"> <li>Must be Port Pirie resident</li> </ul>	<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (7117 6999) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise reaccepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>	2 negative pressure rooms	
Mount Barker	Yes	Strathalbyn- not accepting COVID + patients' referral due to attachment to aged care and no designated COVID + beds  Accepting team will assess each patient on a case-by-case basis	<ul style="list-style-type: none"> <li>Phone BHF Patient Flow hub (7117 6999) to determine suitability of TF</li> <li>Email MR12 &amp; medical DC summary to <a href="mailto:Healthchsametrotransfer@sa.gov.au">Healthchsametrotransfer@sa.gov.au</a></li> <li>BHF patient flow to advise reaccepting MO and site.</li> <li>CALHN MO to handover to accepting MO at receiving site</li> <li>Nursing handover to receiving bed manager and clarify bed availability</li> </ul>		

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Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Mount Gambier	Yes	Live in the limestone coast region :  Exclusion criteria : <ul style="list-style-type: none"> <li>Paediatric patients</li> </ul>	<ul style="list-style-type: none"> <li>Medical team to find accepting doctor</li> <li>Once accepting doctor has been arranged contact bed flow manager 0421 583 939</li> <li>Need to provide medical discharge summary, nursing transfer letter and MR12</li> </ul>	14 beds	

Appendix 5: Metro Inpatient Rehabilitation					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Hampstead Rehabilitation Centre (CALHN) / Flinders Rehabilitation (SALHN) / Modbury Rehabilitation (NALHN)	No	Must be medically cleared and have completed <b>10 days</b> of isolation.	Team leader or nurse unit manager to complete Inpatient Rehabilitation referral form.	Rehabilitation in the home (RITH) in-reach service: referral on central Adelaide rehab service (CARS) form. RITH team will come into RAH and provide RITH therapy while AW COVID-19-negative inpatient rehabilitation. Will accept NALHN + SALHN patients on case-by-case.	Discussion with triage team specific to each service.
Calvary Inpatient Rehabilitation (Private)	No	Currently only accepting multi-trauma and stroke patients. Requires negative Rapid antigen test (RAT) result, must be medically cleared and at least <b>day 14 post COVID-19</b> .	Team leader to complete referral form.	30 rehab beds only – new permanent change	
Memorial Inpatient Rehabilitation (Private)	No	Must be medically cleared and at least <b>day 14</b> post COVID-19. No requirement for Rapid Antigen Test (RAT) or polymerase chain reaction (PCR)	Team leader to complete referral form.		
Griffith Inpatient Rehabilitation (Private)	No	Must be cleared as per Royal Adelaide Hospital medical team protocol.	Team leader to complete referral form.		
GEMU – CALHN (HRC + TQEH), NALHN, SALHN (Flinders and Noarlunga)	No	SALHN (Noarlunga): <ul style="list-style-type: none"><li>Requires negative Rapid antigen test (RAT)</li></ul> CALHN: <ul style="list-style-type: none"><li>Must be cleared from isolation and medically cleared at least <b>day 10</b>.</li></ul>	Consult order via EMR to Care of Older Person Nurse for all catchments then triage nurse will refer on to correct catchment team.		

Appendix 6: Community Restorative Programs					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
<b>Geris in the home (GITH) all catchments (CALHN, NALHN, SALHN GEM @ Home)</b>	Yes	<p>Geris in the home (GITH) is a 6–10-day hospital avoidance or substitution program with 20 virtual beds. It is staffed by clinicians who specialise in geriatric care and provide a holistic multidisciplinary approach.</p> <p>Discuss with treating allied health team regarding suitability for service</p>	<p><u>NALHN</u> Medical team to call Modbury Hosp on <b>8161 2000</b> and ask for GITH consultant to discuss the referral. Nursing staff to complete referral form.</p> <p><u>SALHN</u> Nursing staff to complete referral form but clear communication regarding COVID-19 status</p> <p><u>CALHN</u> Contact the Duty Officer on <b>0434 908 885</b>. Referrals can be made by any clinician once the treatment plan has been confirmed and documented by the treating home team on EMR, including medication and pathology orders.</p>	Can support home O2 weaning.	Discussion with triage team specific to each service.
<b>Rehabilitation in the home (RITH )</b>	Yes	<p>Home rehabilitation service in CALHN, NAHLN and SALHN.</p> <p>Discuss with treating allied health team regarding suitability for service.</p>	<p>Team leader or nurse unit manager to complete rehabilitation referral form.</p> <p>Standard referral process and clear communication regarding COVID-19 status.</p>		
<b>SALHN – virtual rehabilitation</b>	Yes	<p>Focus on providing virtual based care to higher acuity patients. Patients set up prior to discharge home with iPad and Virtual Home Monitoring kit (iPad, Bluetooth monitors: BP monitor, thermometer, pulse oximeter, scales).</p> <p>Discuss with treating allied health team regarding suitability for service.</p>	<p>Please call Chris Leung (VRW Manager with referral at present) on <b>0421 991 913</b></p>	<p>Greater nursing capacity, with registered nurse (up to twice daily including complex wound care) and nursing assistance (supporting personal activities of daily living care, transport, in home respite as required).</p> <p>Length of stay 2-4 weeks if required, with more tailored approach to therapy with slower stream rehabilitation.</p>	
<b>Country Referral Unit (CRU)</b>	Yes	<p>Discuss with nursing team and treating allied health team regarding suitability for service:</p> <ul style="list-style-type: none"> <li>• Community nursing</li> <li>• Allied health</li> <li>• Community mental health</li> <li>• Childhood health and development</li> <li>• Palliative care transitional care</li> <li>• Short term restorative care</li> </ul>	<p>Online referral form:</p> <p><a href="#">Country health connect -referral form</a></p>		

Appendix 7: Medical Community Supports					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
<b>Hospital in the Home (HITH)</b>	Yes		<p>Phone Hospital in the Home (HITH) team to discuss patient.</p> <p>RAH: SD <b>81324</b></p> <p>TQEH: page <b>47656</b></p> <p>Hospital in the Home nurse unit manager: SD <b>81323</b></p> <p>If patient is suitable, ensure the following is completed and provided to HITH team:</p> <ul style="list-style-type: none"> <li>• In-patient medication chart (MR90.0 or MR 90.4) for the drugs requiring administration by HITH/EPAS medication order</li> <li>• SA Pathology blood and specimen request form if required</li> <li>• Medical team’s contact details including weekend cover</li> <li>• Interim OACIS medical discharge summary</li> <li>• Creation of EPAS pre-visit by clerical staff</li> </ul>	<p>Hospital in the Home (HITH) is an acute service providing hospital care in a home setting (including permanent, temporary, care facilities, the workplace and HITH clinic.</p> <p>Hospital in the home is a CALHN wide service with teams based at both TQEH and RAH. Therefore, no matter which site you are referring from we can provide up to three daily services to patients.</p> <p>CALHN Hospital in the home will provide Allied Health support for patients requiring home O2 weaning. <b>(0401 147 853)</b></p> <p>CALHN Hospital in the home will provide Oxygen weaning with Rehabilitation in the home and Geris in the home (RITH/GITH) programs.</p>	
<b>My Home Hospital</b>	Yes	<p>COVID-19-positive and an additional condition. (COVID-19-positive alone does not qualify). Patients may be eligible for My Home Hospital if they have a variety of conditions, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Infections requiring Intravenous antibiotics (i.e., limb, chest, breast)</li> <li>• Exacerbation of respiratory conditions</li> <li>• Vascular thromboembolism (DVT and PE)</li> <li>• Heart failure and chest pain</li> <li>• Post-operative care</li> <li>• Supportive cancer treatment (coming soon)</li> <li>• Other conditions for which home based hospital care is safe and appropriate</li> </ul>	To refer call <b>1800 111 644</b>	<p>Currently servicing metropolitan Adelaide area, Gawler and Mount Barker regions and into the BHFLHN (hills)</p> <p>If unsure contact <b>1800 111 644</b></p> <ul style="list-style-type: none"> <li>• 24hrs -7 days a week</li> <li>• Medical, nursing and allied health input</li> <li>• Can undertake bloods up to twice a day</li> <li>• Portable x-rays</li> <li>• No cost for eligible public patients</li> <li>• Cannot access RITH and MHH at the same time</li> </ul>	

## Appendix 7: Medical Community Supports

Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
iCCnet	Yes	Available in metropolitan and regional South Australia	<p>More information can be found <a href="#">here</a></p> <p>Complete referral forms available via <a href="#">this link</a></p> <p>Email referral form to: <a href="mailto:health.iCCnetCOVID@sa.gov.au">health.iCCnetCOVID@sa.gov.au</a></p> <p>Decision for ongoing management to be made in conjunction with GPAT, LHN or own GP.</p> <p>Discharge summary provided to general practitioner for ongoing clinical requirements.</p>	<p>What iCCnet offers:</p> <ul style="list-style-type: none"> <li>Daily home monitoring of patient</li> <li>Daily phone calls from nurse</li> <li>For use when concerned about patient at high risk of deterioration</li> <li>Advice to you or GPAT if patient requires further assessment or care</li> </ul>	Escalation pathways through iCCNET are to GPAT or the patients usual GP
Metropolitan Referral Unit (MRU)	Yes		<p>Team leader to complete referral</p> <p>A referral form and other information related to specific service that you may need to access are found <a href="http://www.sahealth.sa.gov.au/MRU">www.sahealth.sa.gov.au/MRU</a></p> <p>Telephone: <b>1300 110 600</b> Fax: <b>1300 546 104</b></p>	<p>COVID-19- positive patients who have a chronic condition that require a face-to-face assessment for ongoing care and treatments. Discuss with nursing team and treating allied health team regarding suitability for service.</p> <p>Services regularly accessed by General Practitioners and practice nurses include:</p> <ul style="list-style-type: none"> <li>Intravenous antibiotic therapy including cannulation</li> <li>Short term wound care</li> <li>Blood Transfusion -low risk</li> <li>Other nursing/midwifery and allied health care , personal care services directly related to immediate hospital avoidance</li> <li>Don't complete showers for COVID +, only bedwash</li> </ul>	Discuss with COVID Navigator on SD RAH <b>81276</b> TQEH <b>0481 003 780</b>



Appendix 8: Hospital Avoidance / Community Options		
Service	Referral process	Additional information
<b>COVID Care</b> <b>Centre CALHN/SALHN/NALHN</b>	<p>CALHN:</p> <ul style="list-style-type: none"> <li>General number: <b>1300 701 157</b></li> <li>Duty Clinician phone: <b>0401 361 968</b></li> <li>NUM phone: <b>0401 361 778</b></li> </ul> <p>Please call above contacts to discuss patient referral</p> <p>CALHN Allied Health can accept patients for supported discharge service if does not fit criteria for other programs (<b>0401 147 853</b>). 7 days a week, 9am – 6pm.</p> <p>GPs and GPAT can refer to the CALHN CCC.</p>	<p><b>CALHN:</b>  <u>Team:</u> Medical, Allied Health and Nursing,  <u>Services include:</u> Remdesivir infusions, link into HITH for ongoing Remdesivir infusions, pharmacy counselling for paxlovid, Allied Health home assessments, hospital avoidance referrals to Sefton Park and nursing and medical intervention that doesn't require ward admission.  <u>Location:</u> Royal Adelaide Hospital (RAH) next to the RAH emergency department.  <u>Operating Hours:</u> 8:30am-8:30pm, 7 days per week</p> <p><b>SALHN:</b>  <u>Team:</u> Medical and Nursing  <u>Services include:</u> Remdesivir infusions, link into MHH for ongoing Remdesivir infusions, pharmacy counselling for paxlovid and nursing and medical intervention that doesn't require ward admission.  <u>Location:</u> Flinders Medical Centre (FMC) next to the transit lounge.  <u>Operating Hours:</u> open 1000 – 1800 7days, GP ED avoidance 8.00am-4.30pm Tuesday and Wednesday only  <u>Contact:</u> Duty GP Consultant <b>0479 188 527</b></p> <p><b>NALHN:</b>  <u>Team:</u> Nursing  <u>Services include:</u> Remdesivir infusions, link into MHH for ongoing Remdesivir infusions, pharmacy counselling for paxlovid and nursing intervention that doesn't require ward admission.  <u>Location:</u> Lyell McEwin Hospital, Ward 1D, Rooms 12 and 13,  <u>Operating Hours:</u> open 1000 – 1800 7days  <u>Contact details</u> NUMs: <b>0434 951 719</b> or <b>0401 146 179</b></p> <p>Please note CALHN/SALHN CCC offer hospital avoidance, while NALHN CCC offers infusion and other treatments for mild COVID disease</p>
<b>Respiratory Clinics</b>	<p>Patients or clinicians can book over the phone or online (via <a href="#">hotdocs website</a> or the direct links under each clinic below)</p> <ol style="list-style-type: none"> <li>Adelaide Central Respiratory Clinic Glen Osmond Road- <b>0401 142 608./ 8490 6971</b> Find out more about this clinic via their <a href="#">dedicated website</a></li> <li>North Eastern Respiratory Clinic/ Northern Vaccination Clinic at Pooraka- <b>7089 5799</b>. Find out more about this clinic via their <a href="#">dedicated website</a></li> <li>Reynella Respiratory and Vaccine Clinic – <b>0478 455 771</b>. Booking online <a href="#">via this link</a></li> <li>Athelstone COVID Respiratory Clinic - <b>8166 2125</b>. Booking online <a href="#">via this link</a></li> <li>Western Respiratory Clinic Kilkenny <b>8263 1667</b> . Booking online <a href="#">via this link</a></li> </ol>	<p>Refer to the following link for further information:  <a href="#">GP Respiratory and Vaccination Clinics - Adelaide PHN</a></p> <p>Commonwealth Funded</p> <p>Strictly appointment only, no walk-in appointments will be provided</p>

Appendix 8: Hospital Avoidance / Community Options		
Service	Referral process	Additional information
<b>National Coronavirus Helpline</b>	<p>For patients to contact in the community for information about COVID- 19 and vaccines Phone : <b>1800 020 080</b></p> <p>Operates 24 hours a day, 7 days a week</p>	<p>Provides a nurse triage assessment and can refer into the SA Health Community COVID Hub if high risk.</p> <p>*Note the COVID Response Care team ( CRCT ) is no longer in existence</p>
<b>Community COVID Hub</b>	<p>Referral through the National Coronavirus Helpline <b>1800 020 080</b></p> <p>Operates 7 days, 8am to 8pm</p>	<p>Staffed by multidisciplinary team of :</p> <ul style="list-style-type: none"> <li>• nurses</li> <li>• medical staff</li> <li>• Aboriginal Health Liaisons</li> <li>• Mental Health Liaisons</li> <li>• Social Workers</li> </ul> <p>The Hub provides:</p> <ul style="list-style-type: none"> <li>• care navigation services for high risk COVID positive patients through direct clinical care,</li> <li>• referrals to existing SA Health programs, including iCCNet, Metropolitan Referral Unit's Home Visiting Service, Hospital in the Home, Drug and Therapeutics Information Service (DATIS) and COVID Mental Health and Wellbeing programs.</li> </ul>
<b>COVID-19 Clinical Medical Advice Line</b>	<p>COVID community hub doctor from 9.00 am to 5.00 pm 7 days a week <b>1800 313 090</b></p> <p>Outside these hours, the phone will be answered by the COVID Community Team nursing staff. <b>Please note this phone line is for clinician use only and should not be accessed directly by patients.</b></p>	<p>The Community COVID Hub also provides the COVID-19 Clinical Medical Advice Line to support GPs and other medical specialists with COVID-19 management in the community and oral antiviral prescribing advice.</p>

Appendix 9: Return to Country					
Service	Accepting COVID positive patients?	Additional criteria	Referral process	Additional information	Escalation pathway
Return to APY Lands	No	<p>Cannot enter the APY Lands unless cleared to do so by a COVID-19 GP assessment team doctor; or cleared by a COVID-19 hospital medical team if hospitalised.</p> <p>A clearance certificate or letter is required to be sent to APY Permits.</p> <p>For information regarding entry requirements – please refer to the following media release <a href="#">APY-COVID-Update-11-04-22-F1.pdf (anangu.com.au)</a></p>	Forms available <a href="#">here</a>	Need a negative RAT to enter	For further information: Call APY administration on <b>8954 8111</b> or email <a href="mailto:permits@anangu.com.au">permits@anangu.com.au</a>

Appendix 10: Medical Specific Pathways	
Service	Processes
Mortality process	<p>Process for all patients who deacease with or of COVID-19.</p> <ul style="list-style-type: none"> <li>• Please inform 102 consultant on call or home team consultant if during hours as per usual practice</li> <li>• Refer to coroner ONLY if meets usual criteria for referral, NO mandated referral due to COVID-19</li> <li>• Inform CDCB at this email address of the patients name and date of birth and state that the death is related to <a href="mailto:COVIDHealth.COVID-OpsEpi@sa.gov.au">COVIDHealth.COVID-OpsEpi@sa.gov.au</a> or complete this form <a href="#">Report of Notifiable Condition or Related Death</a></li> <li>• Email patient details (name and UR) with a subject of COVID-19 mortality to <a href="mailto:health.calhn-noc@sa.gov.au">health.calhn-noc@sa.gov.au</a> and <a href="mailto:kim.lawler@sa.gov.au">kim.lawler@sa.gov.au</a></li> <li>• In addition to usual processes on the wards with death certification and death certificate and informing families.</li> </ul>
Discharge against medical advice	<p>This process does not apply to an individual who would, under normal circumstances, be subject to other orders/ powers for reasons of mental health issues or impaired decision-making capacity.</p> <p>Clinicians should advise COVID-19- positive patients of their requirement to isolate for the required time, as per SA health policy. Clinicians will support alternative accommodation arrangements, if possible, for those patients who cannot safely isolate at home.</p> <p>If a patient continues to decline to remain in isolation, staff should work to mitigate risk to the community on patient discharge. This may include giving the patient a N95 mask to wear and encouraging them to not use public transport.</p>