

COMMISSIONED SERVICE PROVIDER COVID-19 Preparation Checklist

COVID-19 Process/Protocol	X indicates Yes	Comments	Links
1. The Provider has access to up-to-date COVID-19 information and a clear process to ensure regular updates are disseminated to staff	<input type="checkbox"/>		<ul style="list-style-type: none"> • WA Gov Emergency Declarations • WA Government COVID-19 What you can and can't do. • WA Health COVID-19 information for health professionals • WA Health latest news • WA Health TTIQ (Test, Trace, Isolate and Quarantine Plan)
2. Provider is convening regular meetings with staff to share information and plan for COVID-19 readiness.	<input type="checkbox"/>		<ul style="list-style-type: none"> • Safe Work Australia COVID-19
3. Provider has reviewed and put in place standing procedures for Infection Control and Pandemic Management as provider for under COVID-19 guidance	<input type="checkbox"/>		<ul style="list-style-type: none"> • WA Health COVID-19 information for business, industry and local government • Australian Government health professional / managers resources. • WA Health COVID Posters
4. If Fly in Fly Out (FIFO), or Drive in Drive Out (DIDO), provider has considered the need to restrict travel to rural and remote communities and has risk assessment matrix in place to review the necessity of service restriction. The matrix is reviewed daily and WA Primary Health Alliance is advised regularly of changes/restrictions in service delivery	<input type="checkbox"/>		<ul style="list-style-type: none"> • WA COVID-19 Regional Travel
5. Provider has undertaken an analysis of telehealth and online support and or shared/care arrangements with locally based health professionals for more vulnerable	<input type="checkbox"/>		<ul style="list-style-type: none"> • DoH advice for groups at greater risk

patient groups			
6. Provider is set up for a remote working model (e.g., workplace safety, communication, telehealth with process and workflow documented).	<input type="checkbox"/>		<ul style="list-style-type: none"> • Commerce WA: Working from home
7. Provider has undertaken a local risk assessment of vulnerability, patient flow concerns and workforce cross infection issues (including face to face service delivery, FIFO and DIDO) and has a mechanism for monitoring daily	<input type="checkbox"/>		<ul style="list-style-type: none"> • Safe Work Aus Risk Assessment information
8. Provider has process for appropriate triage by reception at the point of client care for clients who present as sick or need advice regarding COVID-19	<input type="checkbox"/>		<ul style="list-style-type: none"> • Checklist for allied health receptionist.
9. Contact has been made with local general practices to ensure there is a clear line of communication and a standard operating procedure is in place to manage any necessary communication or client advice and referral.	<input type="checkbox"/>		
10. Providers have information on local arrangements to refer patients: health services or hospitals if referral of client is required	<input type="checkbox"/>		
11. Provider has access to appropriate PPE and standard operating procedures for managing clients and infection control as required	<input type="checkbox"/>		<ul style="list-style-type: none"> • WA Health Infection prevention and control and PPE: Donning and Doffing • DoH Guidance on the use of PPE • National Hand Hygiene Initiative • Hand Hygiene Australia
12. Provider has procedures in place for staff who may have to self-isolate or quarantine including clinical and HR issues	<input type="checkbox"/>		<ul style="list-style-type: none"> • WA Health: Quarantine and isolation • WA Health: Managing COVID at home and in community
13. Consumers have access to information regarding			<ul style="list-style-type: none"> • Healthy WA COVID-19 resources

COVID-19 if provider is requested to provide this	<input type="checkbox"/>		<ul style="list-style-type: none"> • Healthy WA COVID information • WAPHA Trello board
14. Provider is concerned regarding possible service disruption.	<input type="checkbox"/>		<p><i>Please contact your contract manager or email:</i></p> <p>COVIDCS@wapha.org.au</p>

Additional help and assistance

Confidential, 24/7 online and telephone assistance is available for your patients on the following:

- Coronavirus Health Information Line – 1800 020 080
- *healthdirect* – 1800 022 222 or <https://www.healthdirect.gov.au/coronavirus>