

Katikati Medical Centre

COVID-19 (Coronavirus) Update No 1

Q. What is Covid-19 and what are the symptoms?

A. It is a new strain of Coronavirus so we have no natural defenses against it. Most have mild symptoms, but some will be affected more severely. Common symptoms are:

- Fever
- Cough and trouble breathing
- Sore throat

Q. How does Covid-19 spread and how do I avoid catching it?

A. When an infected person coughs, sneezes or talks they spread droplets containing the virus. To avoid catching it:

- Avoid close contact with people with cold or flu-like illnesses
- Avoid touching your mouth, nose and eyes
- Cover coughs and sneezes with disposable tissues or into your elbow
- Clean surfaces regularly with a bleach based cleaner
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
 - After coughing, sneezing, blowing your nose or wiping children's noses
 - Before eating or handling food
 - After using the toilet
 - After caring for sick people

Q. How do you treat Covid-19?

A. Covid-19 is a virus so **ANTIBIOTICS DO NOT HELP**. As yet there is no cure and treatment is to manage symptoms.

People with mild to moderate illness should: **STAY AT HOME IN SELF ISOLATION**, drink plenty of fluids and may take paracetamol to reduce aches and pains.

Dehydration and trouble breathing are severe symptoms that require medical assistance. If you are worried that you have Covid-19 or that you are displaying severe symptoms then:

- **STAY AT HOME and contact the free 24/7 Healthline on 0800 358 5453**
- **Please do NOT turn up at Katikati Medial Centre without phoning first**

This prevents spread of the infection to other vulnerable patients and keeps our staff safe so that we can stay open to serve the community.

Q. What is Self-Isolation?

A. This means staying at your property and not being in contact with other people including others in your household unless they are in isolation too. You **MUST NOT** go to work, to school/university, to the supermarket, to faith-based gatherings like Church, to rest-homes or medical facilities, sports gatherings, restaurants or on public transport.

Speak to your neighbours and friends now and see if you could help each other if one of you was to be isolated. Remember that supermarkets can deliver food – ask for the food to be left on your doorstep.

Have a think about how you might occupy yourself and your children. Get some books, DVDs and games. Don't panic buy, but ensure that you have enough dry food to last for 2 weeks.

Q. What is Katikati Medical Centre doing to make visits safe?

- We are asking patients with fever and respiratory symptoms, or patients that may have been in contact with Covid-19, to call Healthline on 0800 358 5453 and NOT come to the Medical Centre

CURRENT BAY OF PLENTY PUBLIC HEALTH Policy Means That We Are NOT Testing For Covid-19 In OUR Practice

- We have set up a Covid-19 working group. This group is meeting frequently to make ongoing changes to our procedures as the situation evolves. In the near future we may:
 - Take your temperature as you come into the building AND either:
 - Give you a mask and ask you to return to your car if you have a fever and then phone you in your car to ask you further screening questions
 - We may come to your car wearing protective equipment to assess you further

Or

- Direct you into an isolation room in the building for further assessment

NB If you ignore signs and instructions from our staff and subsequently a room needs to be decontaminated you will be charged a minimum of \$250 to cover these costs

- We have turned off Health 365 Patient Portal appointment bookings so that we can ensure that appointments are not being booked by those with potential symptoms of Covid-19
- We will be encouraging people to have a phone consultation with their GP where appropriate, so that they do not come into the building. Normal consult charges will apply for this. Please book your phone consult via the receptionist
- We ask patients that may be at risk of having Covid -19 but need to see their GP for other matters to advise the receptionist prior to making an appointment so that their call can be triaged and their care managed.
- We will be making appointments at start of the day for our more vulnerable patients. Please request one of these appointments if you:
 - Are having your baby or child immunised
 - Are on medicines that lower your immune system
 - Have bad heart disease or kidney disease
 - Have diabetes
 - Have known breathing issues like asthma or COPD
 - Have cancer
- We are asking all patients to use hand sanitiser on arrival and departure
- We have removed magazines and toys from our waiting and consult rooms to allow surfaces to be cleaned more easily. Please bring a book to read or a toy for your child to play with whilst you are waiting
- Please ensure that you have a 4 week supply of your regular medications. We will not be providing scripts earlier than this as we don't want to create medication shortages
- We encourage people to get their flu vaccine. These will be available in April
- We are creating educational material to provide to patients so that they feel prepared when we start seeing cases of Covid-19 locally
- We will be providing information to the community via the media and our website

Helpful links

- For information about international travel see www.safetravel.govt.nz
- For up to date information about Covid-19 visit the Ministry of Health's website: www.health.govt.nz
- We will also be updating our Katikati Medical Centre website as things change: www.katimed.co.nz

Please remember **STAY AT HOME - USE THE PHONE** the **Covid-19 Healthline is 0800358 5453**