

COVID-19 Care in the Community

COVID-19 Care in the Community
Ministry of Health

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Te Kāwanatanga o Aotearoa
New Zealand Government



Unite
against
COVID-19

COVID-19 Response

Omicron response

Three overarching goals



Minimise impact by slowing transmission



Protect at risk communities and individuals



Maintain critical infrastructure services

Three phase Omicron response

Each phase has different settings for:

- Testing
- Case investigation
- Isolation
- How we manage cases.

1

2

We are here

3

3

Key features of phase 3



Changes to isolation periods:

- Cases and household contacts: 10 days (unchanged)
- All other contacts do not have to isolate but need to monitor symptoms and get tested if symptoms develop



RATs now primary form of community testing:

- Rapid antigen tests (RATs) will be available at community testing centres, pharmacies, and GP practices.
- Critical workers will continue to be able to use RATs to return to work under the Close Contact Exemption Scheme.



Supporting self-management in the community:

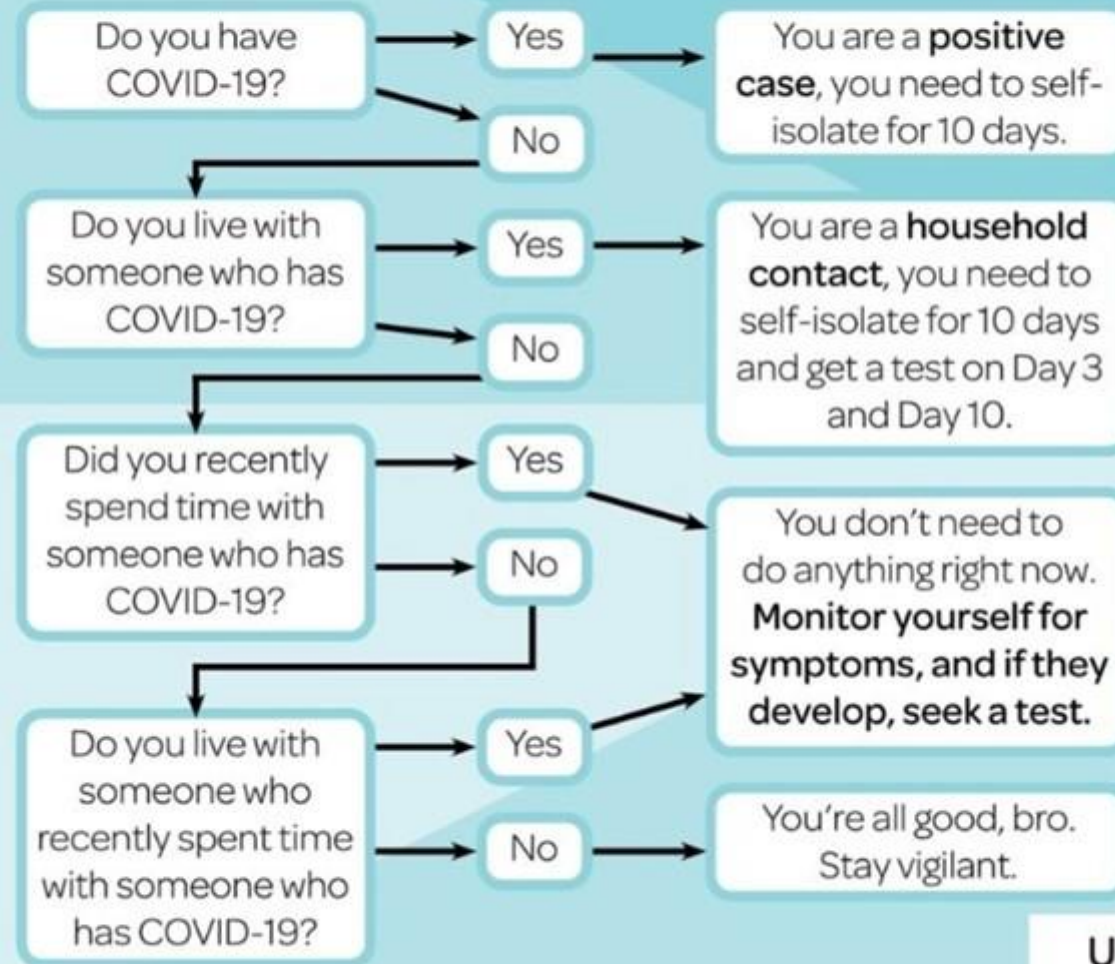
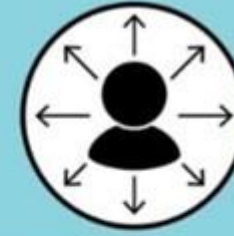
Most cases will be able to self-manage in the community with support from online tools and primary care. Local care co-ordination hubs will coordinate health and welfare support for those who need more support.



Vaccination remains a priority:

- Boosters.
- Paediatric.
- Influenza.

What type of **contact** are you?



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Care in the Community



Most people can care for themselves

With high vaccination rates we expect most people with the Omicron variant of COVID-19 to be able to care for themselves in the community, self-managing using online tools or with local support over the phone or in person if online isn't an option.



Manaaki first approach

Providing wraparound healthcare and welfare support, putting the individual and their whānau at the centre.



Locally led

Local care coordination hubs coordinate person and whānau-centred care bringing together health, primary care, community care, and welfare services.

Regionally coordinated

DHBs and Ministry of Social Development coordinate at a regional level.

Centrally supported

Central government agencies lead the national response with public messaging, guidance, funding, and some nationwide tools.



So we can focus on those who need support

The more people who care for themselves the more the health system will be able to focus on who need additional clinical care in the community or in hospital.

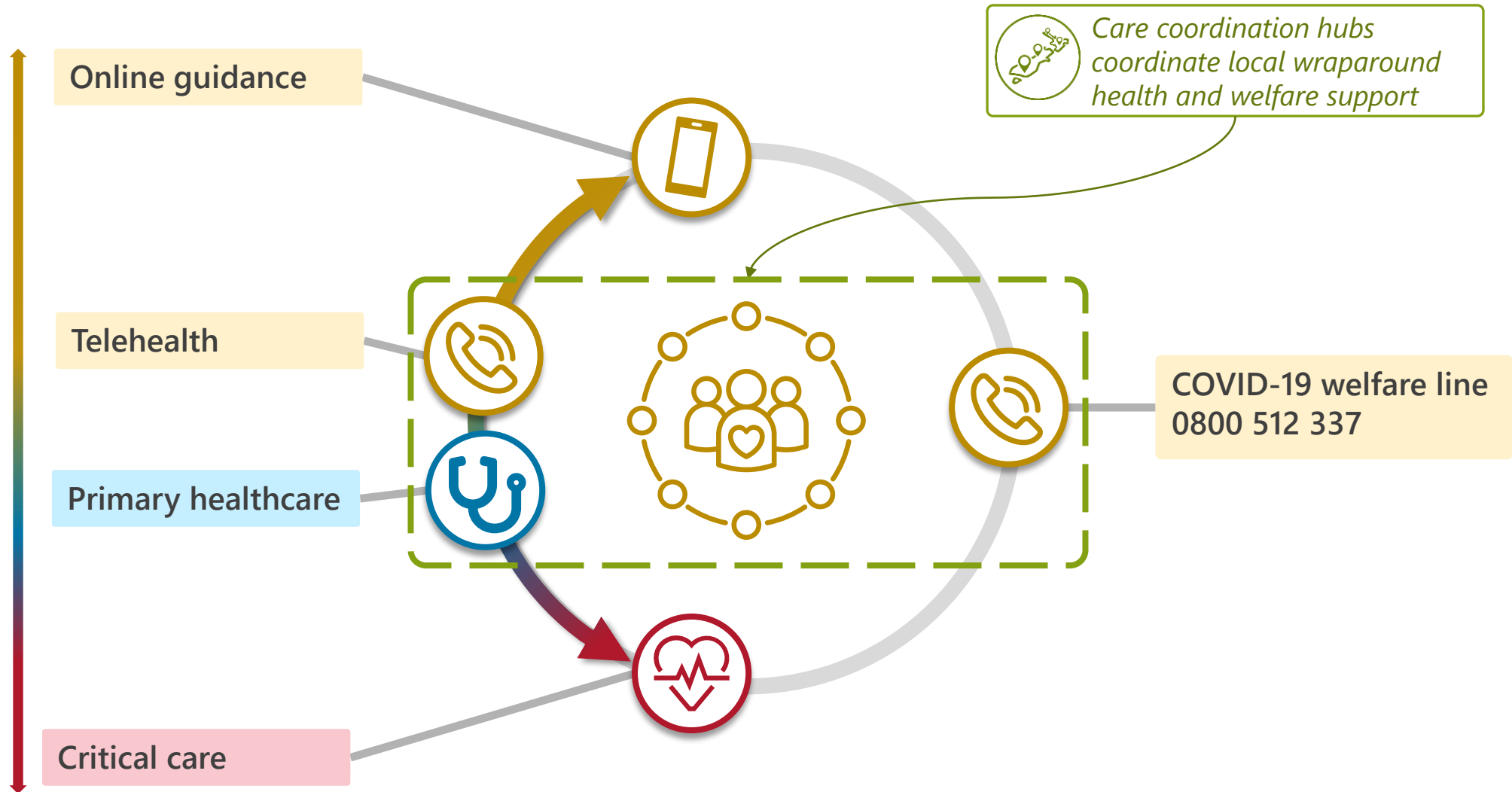


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Enabling self-management

Most cases will be able to self-manage with online support but more clinical support is available for those who need it.

The level of healthcare support increases and decreases with need.



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Care coordination hubs



Coordinating wraparound support

Local care coordination hubs coordinate wraparound healthcare and welfare support, following a manaaki first approach putting the individual and their whānau at the centre.



Healthcare

- Assessing whether case can self manage, needs help self-managing, or needs active clinical support.
- Escalate and deescalate care when appropriate.



Welfare

- Assessing what welfare support needed to isolate.
- Coordinating welfare support across government and non-government providers, including:
 - Accommodation and food
 - Income support
 - Senior services
 - Paying for essential utilities and other urgent costs
 - Community support



49 hubs around the motu

Northern region: 5

- DHBs: Northland, Waitematā, Auckland, Counties Manukau

Te Manawa Taki region: 12

- DHBs: Waikato, Bay of Plenty, Hauora Tairāwhiti, Lakes, Taranaki

Central region: 23

- DHBs: Hawke's Bay, Whanganui, MidCentral, Wairarapa, Capital & Coast, Hutt Valley

Southern region: 7

- DHBs: Nelson Marlborough, West Coast, Canterbury, South Canterbury, Southern



Interagency collaboration

Local DHBs, Ministry of Health, Ministry of Education, Oranga Tamariki, Ministry of Social Development, Whānau Ora (Te Puni Kōkiri)



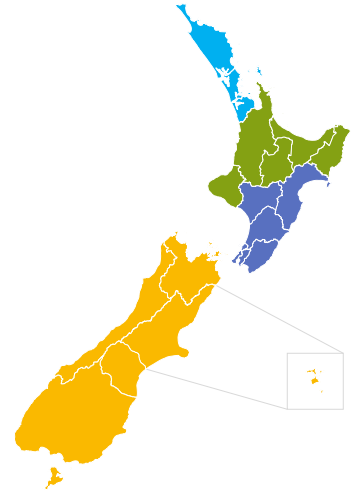
Local providers

Local community health and welfare providers

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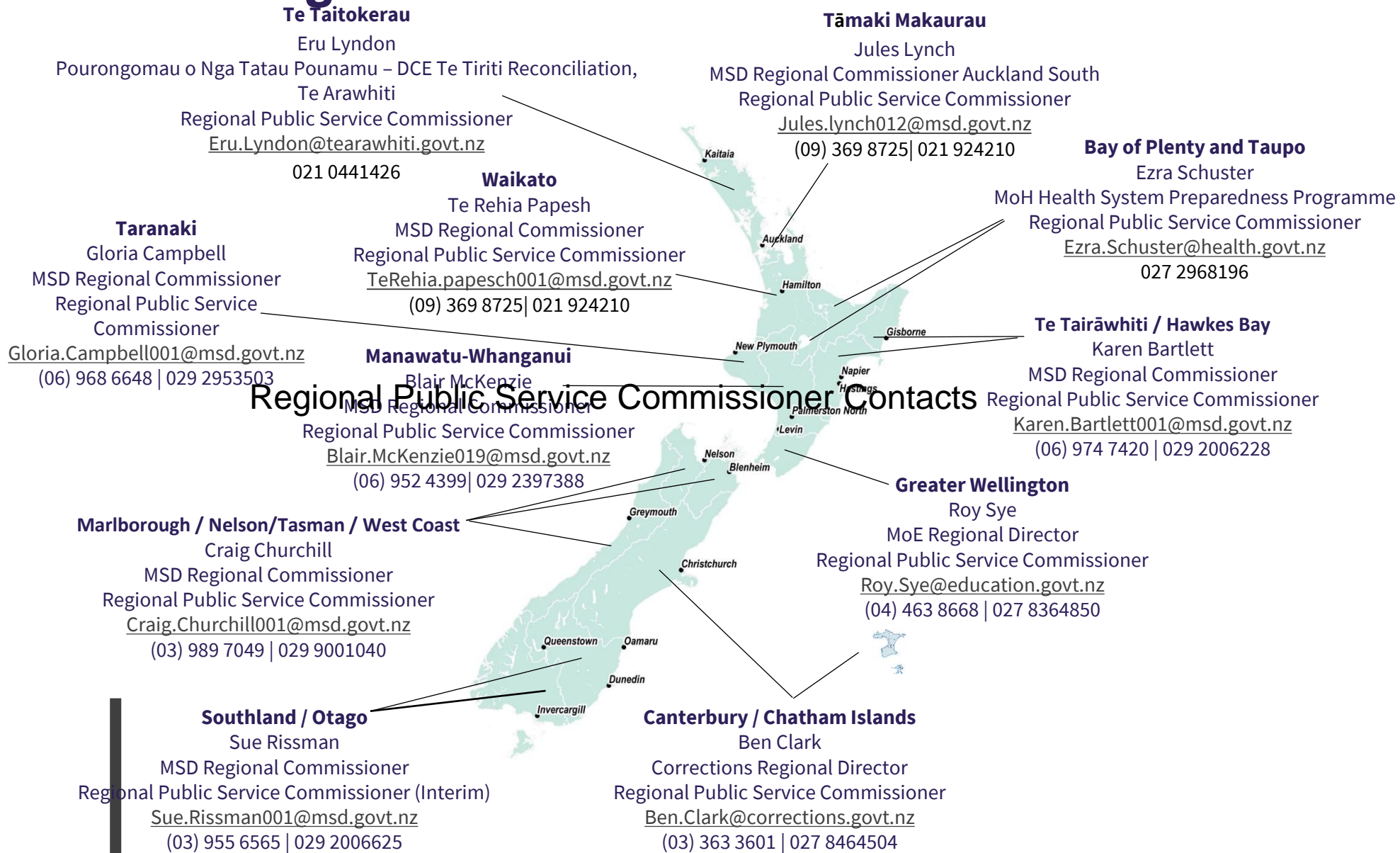
Care Regional Health Liaisons

Region	DHBs	Name	Phone	Email
Northern	Northland, Waitemata, Auckland, Counties Manukau	TBC		
Te Manawa Taki	Waikato, Taranaki, Lakes, Bay of Plenty, Tairāwhiti	Clair Rowland	021 145 9924	Clair.rowland@health.govt.nz
Central	Whanganui, MidCentral, Hawkes Bay, Wairarapa, Hutt Valley, Capital and Coast	Steve Carey	027 423 7974	Steve.carey@health.govt.nz
Southern	Nelson-Marlborough, Canterbury, West Coast, South Canterbury, Southern	Manaia Cunningham	027 801 2213	Manaia.cunningham@health.govt.nz

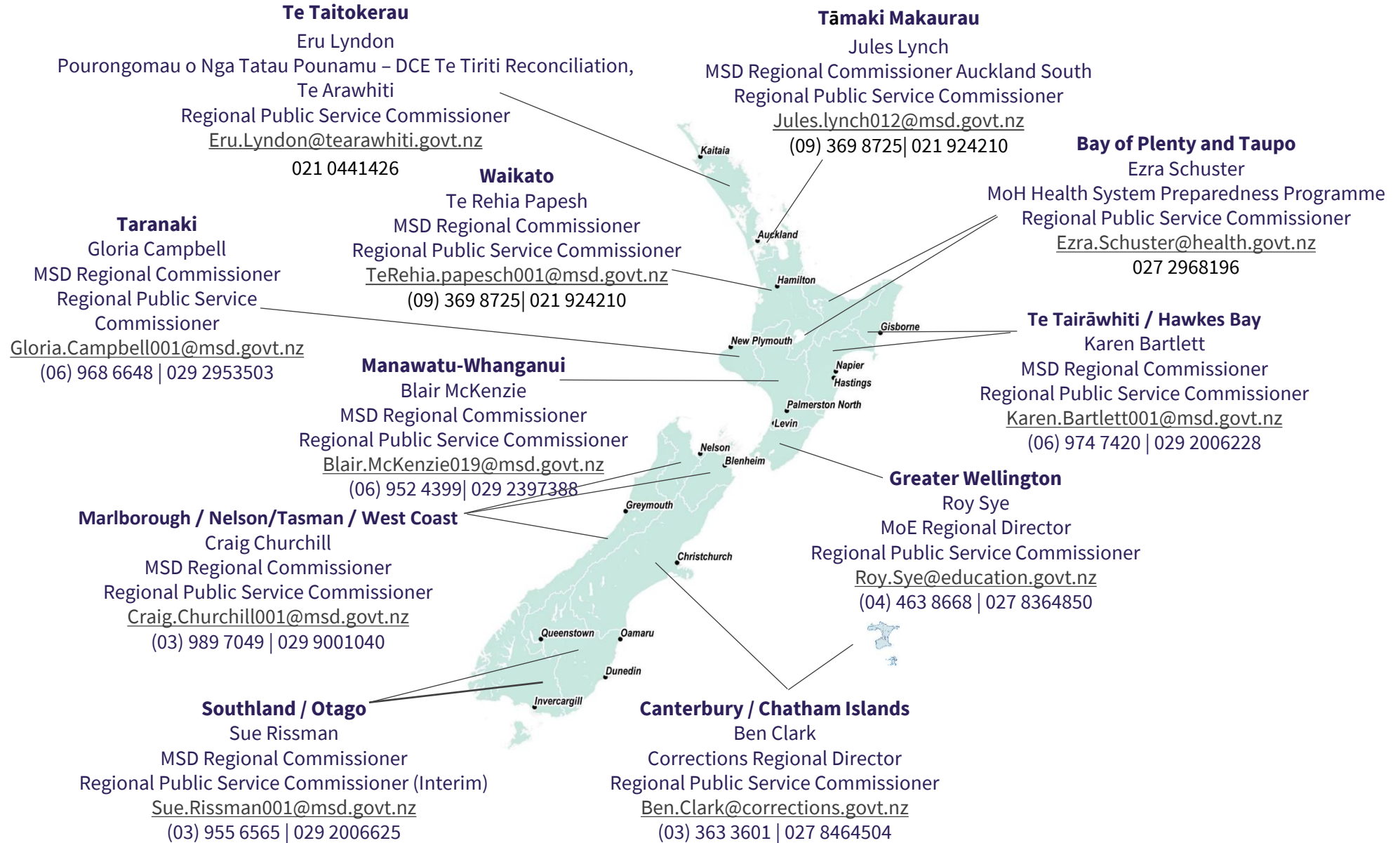




Regional Public Service Commissioner Contacts



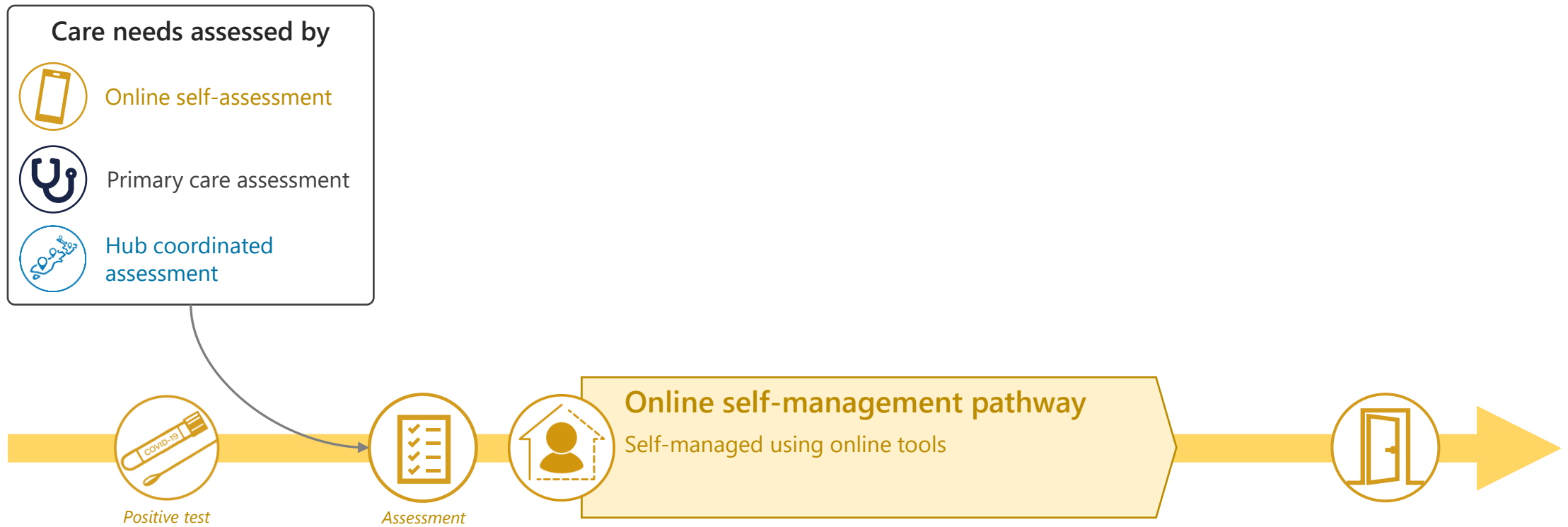
Regional Public Service Commissioner Contacts



COVID-19 Care in the Community

Care management pathways

Most cases will be able to self-manage and will follow the yellow and blue self-management pathways. Cases requiring more clinical support will receive active clinical management following the red pathway.



COVID-19 Care in the Community

Care management pathways

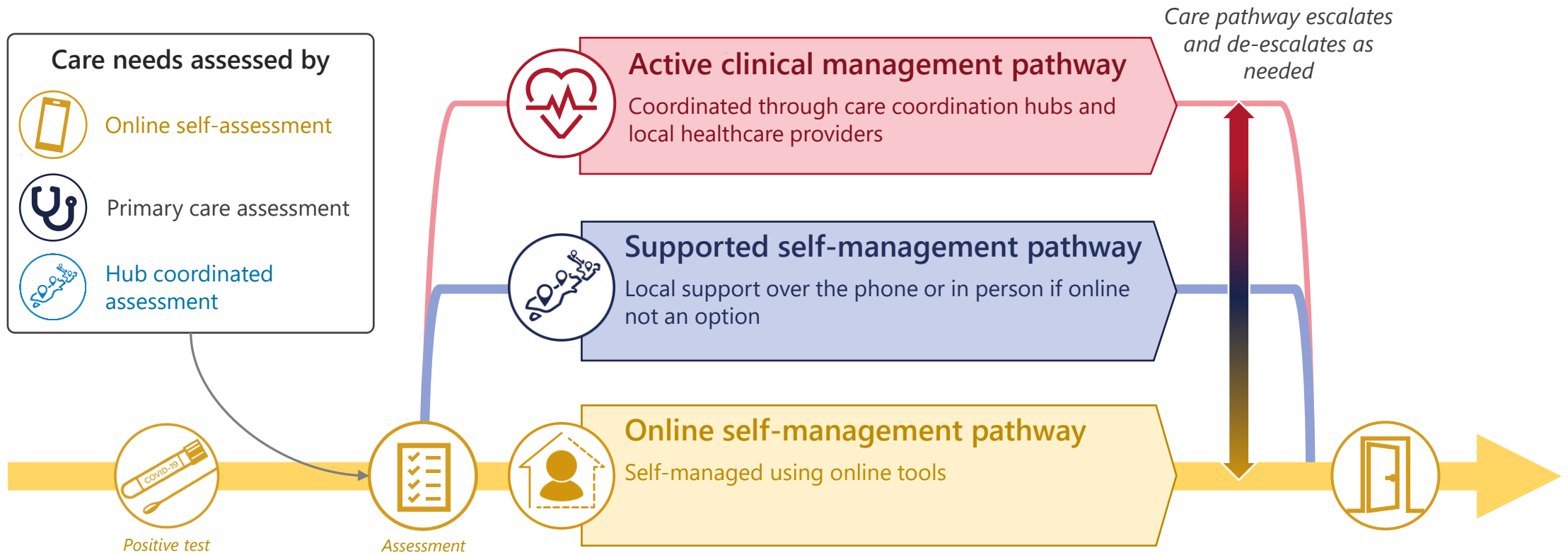
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COVID-19 Care in the Community

Online self-management pathway



Notification

Positive test notification text with links to online self-assessment and online information

Kia ora [FIRST NAME]

Your COVID-19 test was POSITIVE. You and everyone at your current address or household need to isolate.

It's important to let us know your support needs and any contacts you may have passed the virus on to our contact tracing form: <https://tracingform.covid19.health.nz>

Your access code is [TOKEN].

If your household needs support getting essentials such as food or medicine do NOT get these yourself. Organise contactless delivery or call 0800 512 337 if you need welfare support.

If you are concerned about your health, either phone your local healthcare provider or Healthline on 0800358 5453. If you need urgent medical help, call 111 and tell them you have COVID-19.

For more information, visit <https://covid19.health.nz/advice/positive>

If you think you have received this is in error, please call 0800 555 728.



Assessment

Online self-assessment covering:

- Health assessment – including underlying conditions and symptoms
- Contact tracing
- Welfare support

COVID-19 contact tracing form



Case information sharing tool

Your details



The following questions help us determine if you will require extra support during your self isolation period.

Do you have any of these underlying conditions?

Select all that apply.

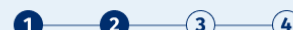
- ☐ Heart disease
- ☐ Diabetes
- ☐ Cancer
- ☐ Conditions affecting the brain or nervous system
- ☐ Kidney disease
- ☐ Chronic lung condition, including asthma
- ☐ Immunodeficiency (weakened immune system)

COVID-19 contact tracing form



Case information sharing tool

Your symptoms



What COVID-19 symptoms do you have or have you recently had?

- ☒ Fever (feeling hot and cold)
- ☒ A new or worsening cough
- ☒ Sore throat
- ☐ Shortness of breath
- ☐ Runny nose
- ☐ Loss of, or altered sense of taste or smell
- ☒ Headache
- ☒ Muscular pain
- ☐ General weakness or fatigue
- ☒ Irritability or confusion
- ☐ Chest pain

COVID-19 contact tracing form



Case information sharing tool

Thank you! We've received your submission.

Do you need support while you self-isolate?

The Ministry of Social Development (MSD) may be able to help you financially. They can also connect you to local community organisations for help with food and other welfare needs.

Yes

No

[Apply for MSD support while self-isolating](#)

Use the above link to go to MSD's online form. You will be asked questions about your financial and welfare needs. All the information you provide will be held by MSD. You'll also find details about how MSD uses and protects your information.

If you're unable to complete this form, call the free COVID-19 Welfare



Support

Online support through COVID-19 Health Hub, COVID-19 Welfare Hub, and online advice such as Unite Against COVID-19, Ministry of Health, and Health Navigator

COVID-19 Health Hub

I have tested positive for COVID-19

There are important steps you need to take to protect yourself and others if you test positive.

- 1 Self-isolate**
You must stay home for the amount of time you are told to. You can only leave to get medical care or in an emergency. You cannot have visitors.
[Self-isolation if you have COVID-19](#)
- 2 Tell people you have COVID-19**
Tell people you spent time with from 2 days before you started having symptoms or tested positive.
[How to tell people you have COVID-19](#)
- 3 Look after yourself**
For most people symptoms of COVID-19 will be mild.
If your symptoms get worse or you need urgent medical care call your GP or Healthline on [0800 358 5453](tel:08003585453).
If you or the person you are caring for have severe symptoms call [111](tel:111) immediately.
[COVID-19 symptoms](#)
It is important to look after your mental health and wellbeing as well as your physical health. It is okay to feel stressed or anxious.
[Looking after your mental health and wellbeing](#)
- 4 Help is available**
Your whanau, family and friends are important support during this time. But if you need more help, you are not alone. There are services and support for you.
[Help when you are isolating](#)

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