

SUPPORTING CHILDREN WITH COVID 19

MEDIUM RISK COVID PATHWAY

Acknowledgements

Author/s: Paula Rockman

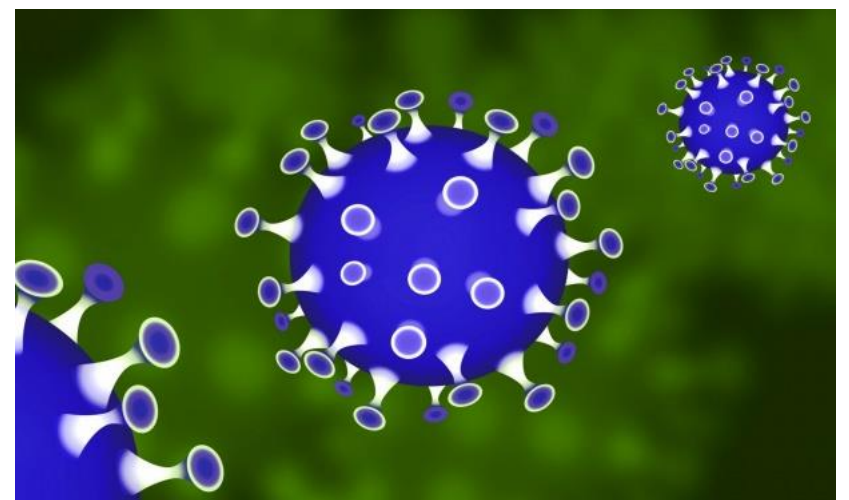
Project Contributors: Jackie Hopley, Dr Sarah Jame

Improvement opportunity

Providing families with support and information on how to care for their child, who has tested positive to Covid 19, has helped to keep children safely at home. This has prevented attendance in already busy Emergency Departments or admission to hospital.

The need to isolate has enormous consequences on the whole family. Often parents were also Covid positive and sometimes unwell themselves. Simple tasks, such as buying Panadol and a thermometer from the chemist becomes logistically difficult. Our team were able to facilitate this for the family if they had no other supports available.

Children who tested positive to Covid 19 were stratified into 3 streams: Low, Medium or High risk. Children in the Medium Risk stream were offered daily telehealth or phone calls with Dr and/or nurse to monitor their child's symptoms.



How we engaged consumers

Once child was stratified to Medium Pathway and referral was received the family were contacted by phone.

A telehealth appointment with paediatrician was arranged for the following day.

Written information about what to expect and how to manage common symptoms was sent to the family

The parents had a contact number they could call 24hr/day with paediatric nurse who could answer any concerns

Daily questionnaire was completed and documented in EMR until child was cleared by Health Department

Team were responsive to the child's needs, supplying equipment and medication if required

A face to face visit to the child in their own home was arranged if clinical assessment was needed.



What changed

Covid 19 Medium Risk Pathway commenced in 2020

More than 800 patients have been cared for since the beginning
Consumer feedback survey commenced Oct 2021

96% thought the service was beneficial

95% found the information sent was helpful and clear

95% thought they were contacted in a timely manner

60% found the telehealth more beneficial than the phone call

90% felt that being on the Pathway helped to avoid Emergency presentations

Comments included: "amazing", "helpful", "felt supported", "really appreciated the support", "took care of my child"

Parents were able to confidently care for their child at home with the reassurance of health professionals' daily assessment.

This has prevented unnecessary presentations to hospital at a time when resources were stretched.



Keeping children safe at home