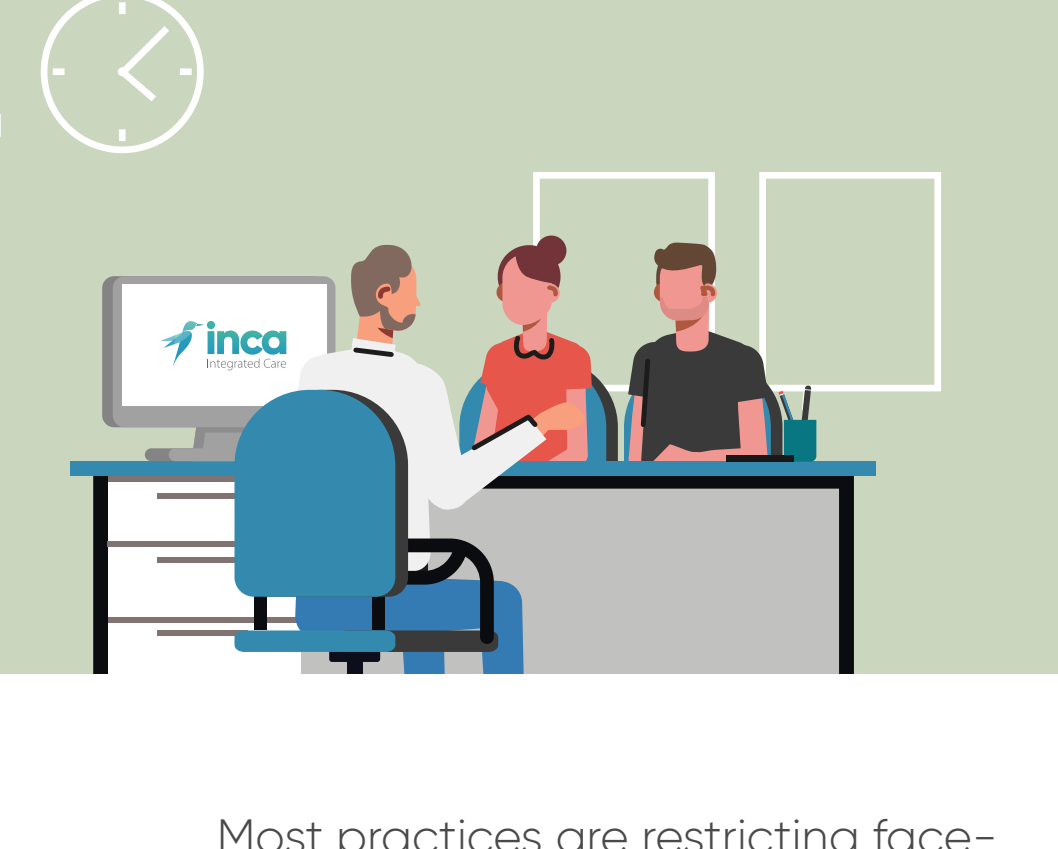


## Chronic Disease Management During a Pandemic

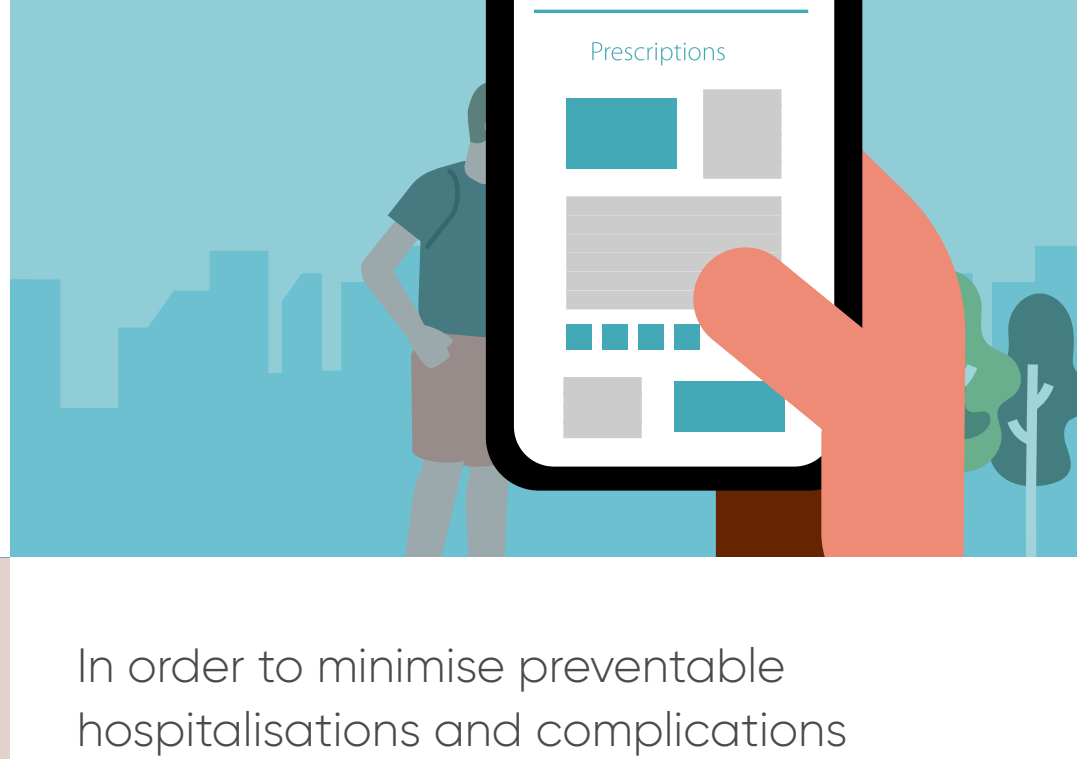


Practices face many challenges in delivering long term care to patients with chronic conditions during a pandemic.

With a large population of patients with chronic conditions in Australia, practices need to adopt a modified model of care to continue managing these patients.

Most practices are restricting face-to-face consultations due to the risks associated with this pandemic.

Instead, clinics have been providing a combination of phone and telehealth consultations.



In order to minimise preventable hospitalisations and complications health professionals need to continue to closely monitor the patients that are most at risk.

In response to this, we have developed a **3-step process** to help practices better manage patients with chronic conditions during a pandemic.

### 1.

## IDENTIFY

### Risk Stratification Tool (RST)

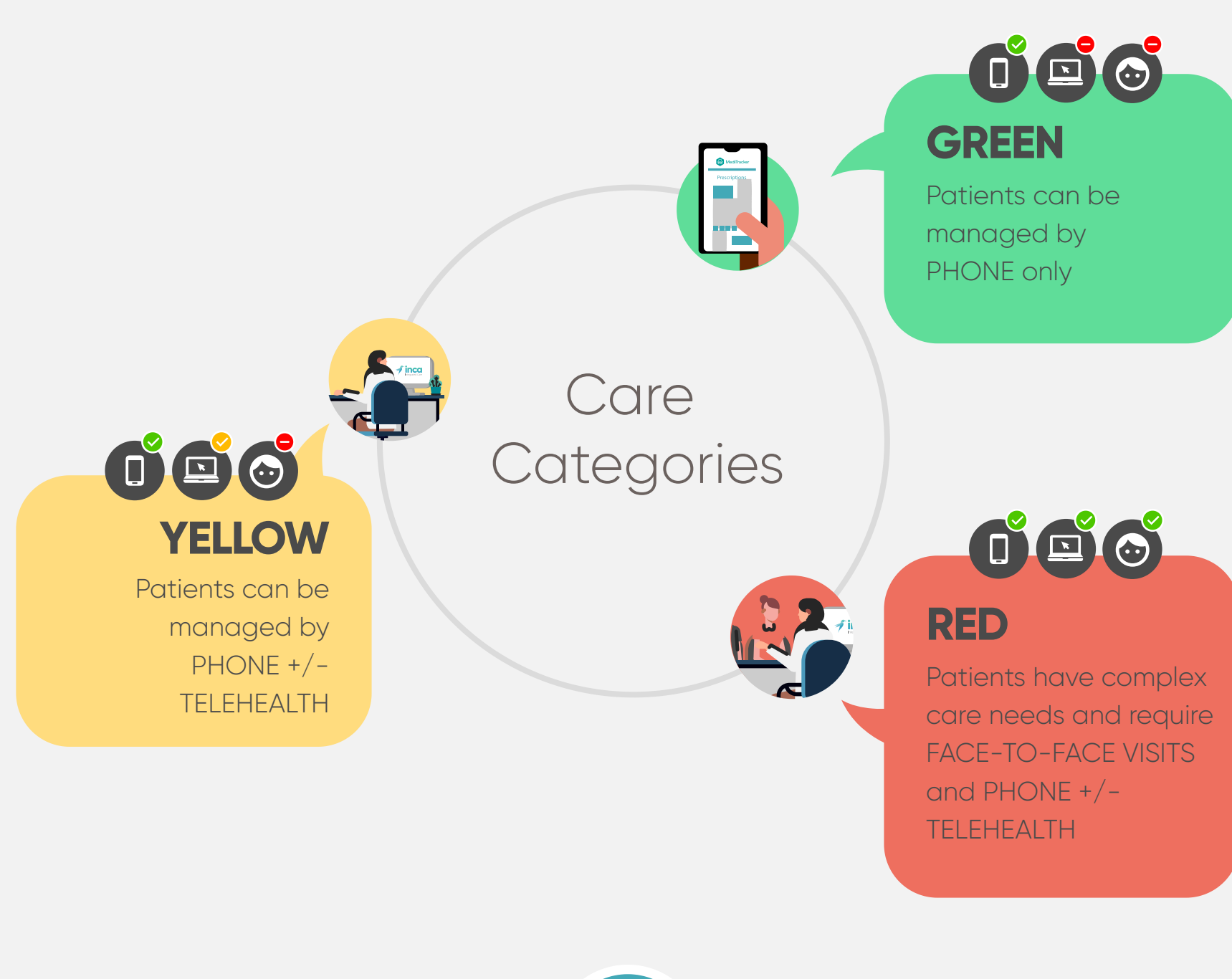
The Risk Stratification Tool can identify the patients in your clinic that are most at risk of hospitalisation within the next 12 months.

### 2.

## PRIORITISE

### Care Categories

The implementation of care categories will simplify the process for primary health care. Once the at-risk practice population is identified, a care category can be assigned to each of the patients by the practice team.



### 3.

## MANAGE

### Process

Once the at-risk patients have been placed into a care category the practice team can begin to implement the management for these patients.

Implementation may differ depending on the number of patients and clinic resources available. Always ensure you take an evidence-based approach.

#### 3.1

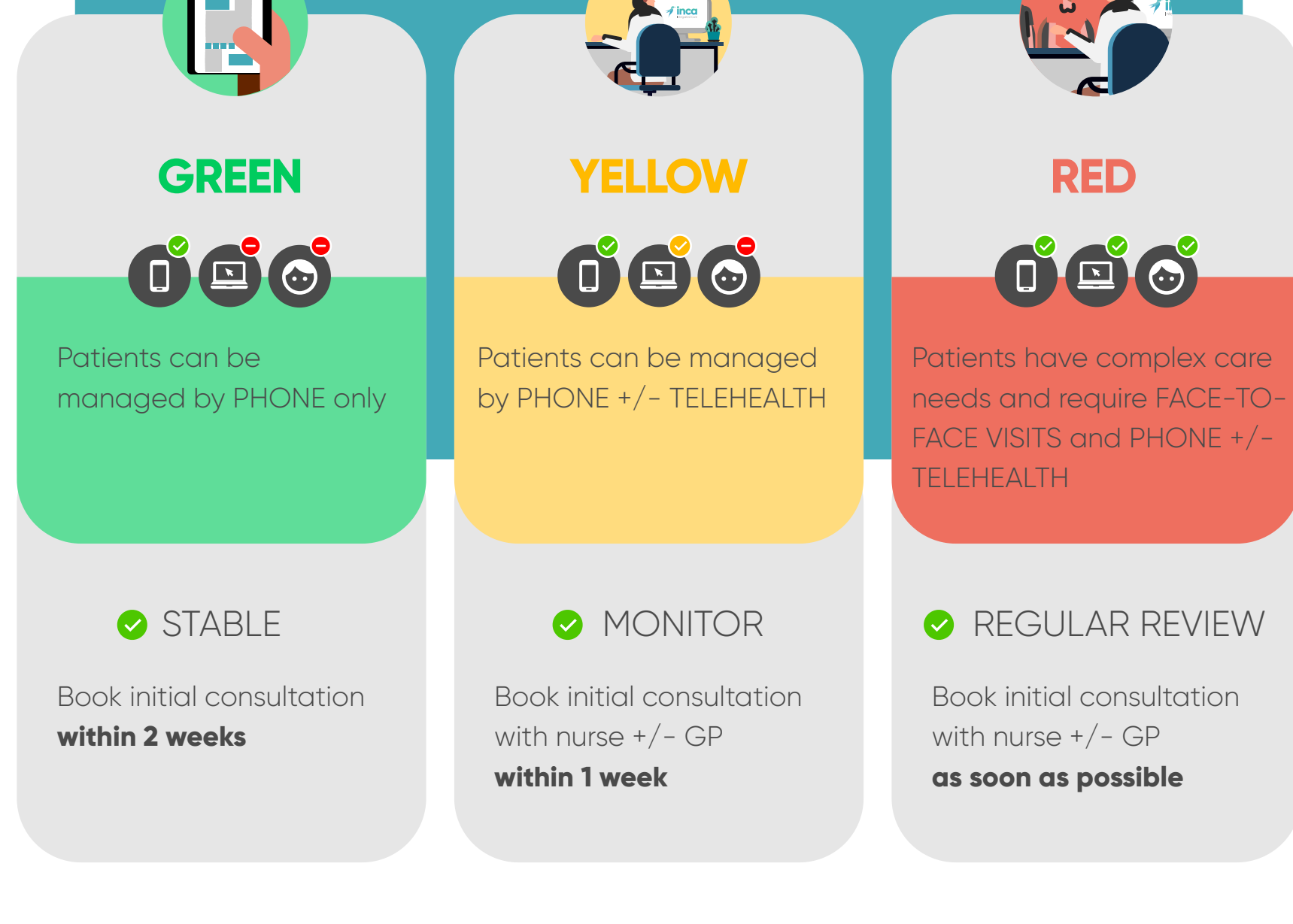
## REVIEW

Analyse patient record including:

- ✓ Last visit
- ✓ Bloods
- ✓ Observations
- ✓ Immunisation status
- ✓ Allied health
- ✓ Specialists
- ✓ Other providers/programs
- ✓ Upcoming appointments

## CARE CATEGORY

You can reassign the care category at any time.

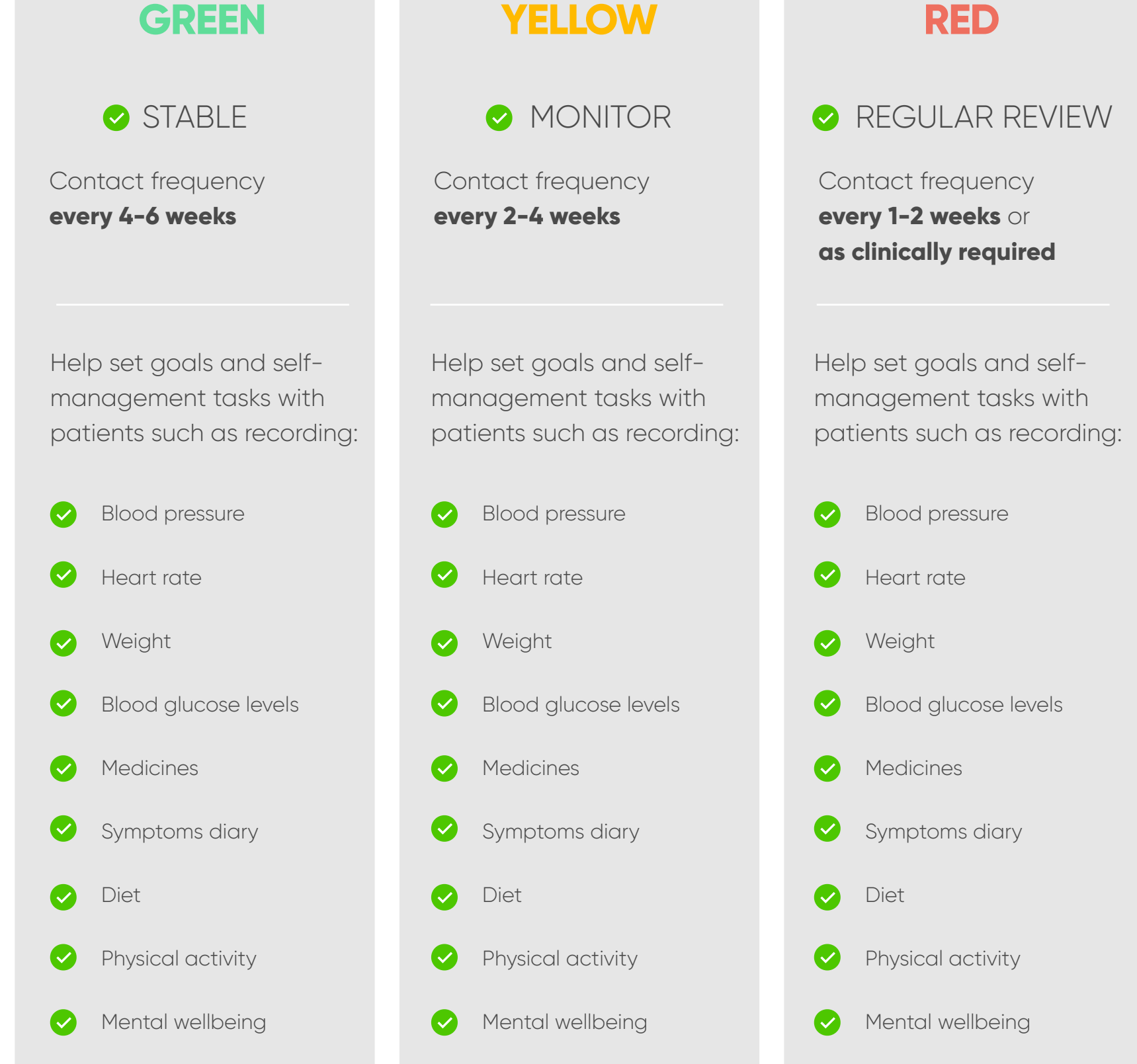


#### 3.2

## MANAGE

Initial consultation by the nurse +/- GP via phone to explain the process to the patient, their carers or family and check:

- ✓ Patient details
- ✓ Patient support
- ✓ Physical health
- ✓ Mental health
- ✓ Observations



#### 3.3

## FOLLOW UP

Arrange appointment to review management and coordinate activities.

✓ If patient is UNWELL take history and advise GP

