**\*insert hotel location\* COVID-19 HOMELESS RESPONSE PROCESSES FOR PRIMARY CARE HEALTH ADVICE**

**Primary Care Providers for the \*insert location\* COVID-19 homeless site**

**\*insert name\* medical practice**

Address line 1

Address line 2

Phone: 020…

**\*insert name\* health centre**

Address line 1

Address line 2

Phone: 020…

**The operational health model – \*insert hotel name\* site**

The operational health model is – remote working. Once triage is complete to use digital platforms where possible.

Example process below:

* *(Insert name of provider) XXXX will take a record of all clients’ GPs when they book in, or as soon after they book in as possible*
* *If they do not have a GP get them registered ASAP with the XXXX Practice or XXXX.*
* *(Insert name of provider) XXXX to ensure all clients have access to a phone. All clients should have a phone that they can use to call staff or health services at any time*
* *Please check for COVID-19 symptoms daily. Tempadots available one per patient daily. (To let the lead Health Commissioner, know if supply is running low)*
* *At this time, patients coming through 111 that are not registered within (insert area name) XXXX or XXXX are unable to be booked into any primary care services. This is because the services have been restricted at the Hubs to only be accessible to registered patients.*
* *If a patient is unregistered and needs to be seen by someone, they will be referred into the local UTCs for assessment. It is important that people use their own GP or register at a XXXX practice or use hospital services.*

**Health concerns during the day**

1. If the client has a GP call the client’s GP. If the GP prescribes anything, arrange for the prescription to be sent to a pharmacy near the hotel, not the usually nominated pharmacy (unless this happens to be the same)
2. If the client does not have a GP try and get them registered with the local GP practice
3. If there is an urgent problem, call 111 (or 999 if life threatening situation).
4. If none of these processes result in a resolution of the health issue and you need advice regarding how to get the health issue dealt with you may call any of the following health care practitioners for urgent advice. It is important to note that these health care practitioners are very busy, and queries should be urgent, and for the purposes of resolving immediately necessary problems related to access to health care. It is important to note that these health care professionals can only help give advice on how to unblock problems. They will not be able to consult/provide prescriptions themselves.

Names of health practitioners to call:

**Out of hours (OOH) health concerns (8pm-8am)**

1. In a life-threatening situation call 999. Otherwise
2. Call the OOH number for the GP that the client is registered with (if they are registered with a GP). The OOH number should be on a recorded message if you phone the GP number
3. If there is no number available, or if no one is responding call 111

**Useful contacts**

**Nursing support**

Name - number

**Pharmacy**

Name of pharmacy

Address:

Contact number:

Pharmacy email:

Current opening hours:

Weekday:

Saturday:

Sunday:

This pharmacy is located \*\*\* (i.e. near to X, approx. 10 min walk from the site).