

COVID-19 Scenario Testing Tool

The below scenarios are designed to reflect what a real-life scenario could be during the COVID-19 pandemic. They are designed to challenge thinking, systems and operations of health care services.

When applying the scenarios, discuss the best course of action for your practice – this forms the basis for your response in future. Utilise the recording tool provided with the scenario, then later role play the situation. This will help your team understand their response and highlight any potential gaps that may have been overlooked.

When undertaking your scenario testing, include as many of your practice team members as possible.

Consider:

- Practice Managers
- Reception staff
- GPs
- Nurses
- Any other relevant clinical directors or unit heads

Scenario One: Patient enters practice and moves around freely in the waiting area for an extended period

Scenario	Best course of action for your practice	Who is responsible?
<p>Jack presents to a GP surgery with a fever for a day and a cough and shortness of breath. He does not have an appointment. He does not take notice of the sign on the front door asking him to phone first and wear a face mask.</p>		
<p>The receptionist is busy so he has to wait his turn to speak with them (waits 10 minutes in line and coughs a couple of times). He tells the receptionist that he has aches and pains all over and has no energy. He does not refer to respiratory symptoms nor mention that he has been in a COVID-19 hot spot.</p>		
<p>The receptionist asks Jack to take a seat. The practice is busy. He is sitting in the middle of the reception area for 45 minutes, standing up and moving around, coughing and sneezing from time to time.</p>		
<p>When the doctor is free, the patient goes into the examination room and the GP establishes that Jack has a flu-like illness.</p>		

<p>GP asks about recent travel and discovers that Jack has returned from a COVID-19 hot spot 10 days ago.</p>		
<p>GP immediately performs hand hygiene and provides Jack with a face mask. All general practice staff are wearing face masks. GP advises Jack that he may be COVID-19 positive and needs to be tested and self-isolate immediately.</p>		
<p>The Practice Manager records the names of all other patients who were in the waiting area while Jack was there.</p>		
<p>Jack is instructed to walk straight out of the practice with his face covered and head home to self-isolate</p>		
<p>The Practice Manager calls the public health unit to prepare next steps in case Jack is COVID-19 positive. GP goes back to seeing patients in his usual consult room.</p>		

Scenario Two: Patient enters the surgery and is immediately identified

Scenario	Best course of action	Who is responsible?
<p>Jack presents to a general practice with a fever, a cough and shortness of breath. He does not have an appointment. He sees the sign on the door of the practice and asking him to phone first if he has been in an affected area. A taxi dropped him off at the practice and he left his phone at home.</p>		
<p>He approaches the receptionist and tells them that he saw the sign on the door, he came back from an affected area 10 days ago but has no phone to call and it is raining and freezing outside.</p>		
<p>Receptionist asks him to use the hand sanitizer and gives him a surgical mask to cover his face. There is an empty consult room available. The receptionist directs him to the empty room and closes the door. The receptionist performs hand hygiene and then alerts the GP.</p>		
<p>The GP finishes with the patient he is seeing. The GP sanitizes their hands</p>		

<p>and puts on PPE. He enters room to speak to Jack. Jack confirms he returned from a COVID-19 hot spot 10 days ago and now has cough and feels feverish. GP advises Jack that he may be COVID-19 positive and needs to be tested and self-isolate immediately.</p>		
<p>The Practice Manager records the names of all other patients and staff who were in the practice while Jack was present.</p>		
<p>Jack is instructed to walk straight out of the practice with his face covered and head home to self-isolate.</p>		
<p>The Practice Manager calls the public health unit to prepare next steps in case Jack is COVID-19 positive.</p>		
<p>GP goes back to seeing patients in his usual consult room.</p>		