

Allied Health COVID Community Navigator Service

Presenter: Kate Palmer

Role: COVID Community Navigator

Organisation: The Royal Melbourne Hospital (RMH)

Acknowledgements: Michelle Lin, Genevieve Juj, Melissa Rixon & The Royal Melbourne Hospital staff.
We would like to thank our Medical, Nursing and Allied Health colleagues for their ongoing contribution to the COVID Community Navigator program.

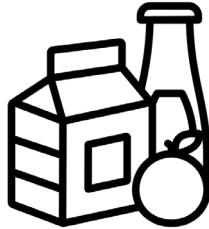
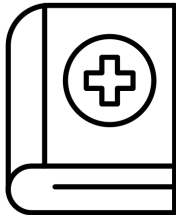
Abstract

- RMH is a designated COVID-19 'Streaming Hospital'
- COVID Community Navigator (CCN) service commenced September 2021
- Service utilised Allied Health professionals to meet the changing needs and associated challenges of a large number of COVID patients across the hospital
- CCN service role includes:



Discharge
planning

Education



Food

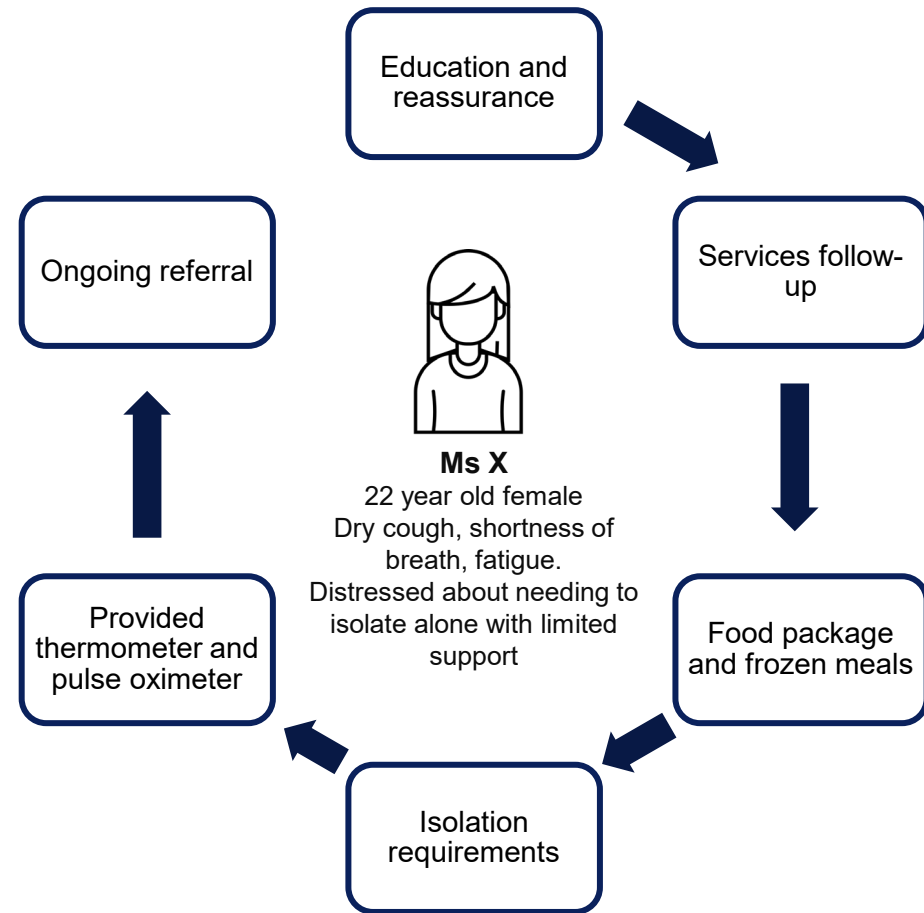
COVID Home Monitoring



End of Life Care

Outcomes

Total CCN Referrals	1539
Social Work Virtual Clinic Referrals	>400
Food Packages/Meals Provided	228
Patients Discharged Home with COVID Home Monitoring	2119
Peak Number of Referrals in 1 Month	437 (Jan 2022)
Average Number of Transports Per Day	4.5
Peak Number of Transports Per Day	13
Average Age of Patients Referred	53.3 years



Addressing Health Inequities

Social

- Written education pack
- Translated information
- Facilitating Social Work and Mental Health support contacts

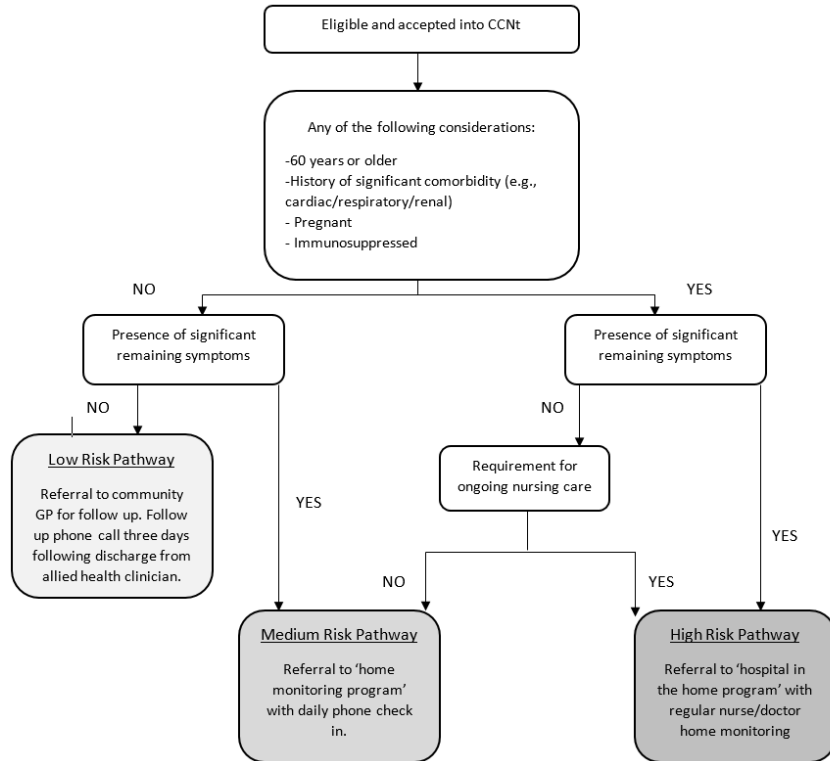
Economical

- Essential healthcare equipment and masks
- Avoiding unnecessary hospital admissions
- Food and transport vouchers
- Emergency food supplies
- Access to government crisis payment

Environmental

- COVID Home Monitoring program
- Supporting safe isolation at home
- Quarantine in emergency accommodation

Implementation / Translation to Practice



After your hospital visit for COVID-19



Isolate

Follow the Department of Health's rules for isolating. Everyone who lives with you must also get tested and isolate.



Call your doctor

Let your doctor know that you have tested positive for COVID-19 and have been to the hospital emergency department.



Take pain relief

Take over the counter pain relief, such as paracetamol or ibuprofen for aches, pains and fevers.



Stay hydrated

Keep drinking water.



Order groceries

Use home delivery services for your groceries.

If you feel breathless or faint, have chest pains, cannot eat or drink, or have significant vomiting or diarrhoea, your illness may be getting worse. Seek medical attention.

Scan the QR code for more information to help your recovery



You can also call:

Your general practitioner

The Victorian Coronavirus Hotline

Available 24/7 by calling 1800 975 398

Call 1800 975 398 and press 0 for information in your language.

cohealth community health service

Available 9am to 5pm by calling 9448 5551

In an emergency call 000. Tell the operator you have COVID-19

Thank you

