

Care in the community Alert Level guidance

28 AUGUST 2020

This document provides guidance for primary and community care providers and sectors on the services available under the Governments Alert Level system.

The breadth of the community health system means that this document is a guide only. Certain providers will be able to provide more service offerings e.g. non contactless whereas others may not.

Guidance at all Alert Levels

- Equity should remain central to care with a focus on Māori, Pacific, people with disabilities and vulnerable populations.
- All in-person visits are preceded by COVID-19 screening at all Alert Levels.
- Physical distancing must be implemented where possible, public health and Infection Prevention Control (IPC) advice must be adhered to.
- PPE should be used according to the Ministry of Health guidance. The Ministry has updated its advice on the **use of face masks in the community** as part of New Zealand's ongoing response to COVID-19.
- Staff who are unwell or are contacts of a confirmed or probable case of COVID-19 should stay home and follow public health measures and guidance.
- At Alert Levels 2, 3 and 4: Workforce Risk Assessment and Guidance tools should be used to identify staff vulnerable to the effects of COVID-19, to assess and mitigate their risks, including through workplace restrictions and modifications. At-risk staff can work based on the persons self-assessment, agreement with their manager and efforts to limit undue exposure to COVID-19. Where possible at-risk workers should work virtually or follow all Worksafe and Ministry of Health guidelines on delivery of safe services. Guidance and assessment tools being used by DHBs:
<https://tas.health.nz/employment-and-capability-building/employment-relations/dhb-covid-19-workforce-faqs-and-resources/>
- Services should support and enable contact tracing for example using the NZCOVID Tracer app.
- The National Telehealth Service advice lines are available at all Alert levels. This includes Healthline (0800 611 116) and the dedicated COVID-19 health advice line (0800 358 5453) – both available 24/7. The COVID-19 clinical advice line for community health professionals is available Monday to Saturday 8am to 7pm.

Alert Level guidance for primary and community care providers

Services	Alert Level 1	Alert Level 2	Alert Level 3	Alert Level 4
<p>Primary Care including Urgent and After-Hours Care</p>	<ul style="list-style-type: none"> • General Practices are open. • The full range of preventative services and acute and chronic illness care will be offered. • General practice teams will continue to offer both telehealth (phone, portal, video) or in person consultations as required. • Patients should be given the flexibility in how they interact with their general practice team. • Infection control will continue to be an ongoing priority, regardless of how much COVID-19 is present in the community. • In-person visits may be preceded by a telephone call or assessment at reception to assess the patient's risk of COVID-19, according to Ministry of Health guidance. • PPE will continue to be used according to Ministry of Health guidance. • Support as required for patients affected by cancellation or postponement of hospital or specialist activities during Alert Levels 2, 3 and 4 • Testing for COVID-19, aligned to guidance from the Ministry of Health, will comprise a mixed model of delivery nationally including designated testing facilities or general practices. 	<ul style="list-style-type: none"> • General Practices are open. • General practice teams will continue to offer both telehealth (phone, portal, video) or in person consultations as required. • Standard infection control measures – including PPE - are in place with increased measures when dealing with people with clinical symptoms consistent with COVID-19. • PPE will continue to be used according to Ministry of Health guidance. • All usual care including screening, acute care, long-term condition support, preventive services, contraception, antenatal and new born care continues. • Continue with influenza vaccinations and primary care administered childhood immunisations. • Referral of patients for investigations or secondary/tertiary care as usual care. • Support as required for patients affected by cancellation or postponement of hospital or specialist activities during Alert Level 3 and 4. • Testing for COVID-19 will continue at designated testing facilities and general practices. DHBs will review their testing plans according to changing community needs and these will be communicated with primary care. 	<ul style="list-style-type: none"> • General Practices are open. • General practice teams will continue to offer both telehealth (phone, portal, video) is the preferred form of appointment or in person consultations as required. • In person consultations are available for essential issues and all are preceded by phone triage. • Continued focus on those at risk of worse outcomes due to COVID-19, including elderly patients and those with chronic conditions. • Continue to provide care and support to children • Essential primary care continues: <ul style="list-style-type: none"> ○ assessment and treatment of urgent issues ○ management of long-term conditions ○ routine health care; dealt with according to clinical need and urgency ○ cancer screening programmes ○ vaccine and immunisation programmes for most vulnerable ○ palliative care • Referral of patients to secondary/tertiary care (including for investigations) according to clinical need and status of hospital sector. • Non-urgent investigations and care may be deferred, with plans in place to ensure issues are identified and progressed as the Alert Level changes. • PPE will continue to be used according to Ministry of Health guidance. • Testing for COVID-19 is done at designated testing facilities and general practice where appropriate to do so. 	<ul style="list-style-type: none"> • General Practices are open. Physical access is restricted. • Telehealth (phone, portal, video) is the preferred form of first line appointment, in person consultations are available for essential issues at discretion of clinician and all are preceded by phone triage. • Essential primary care continues; however, depending on the local situation and capacity, General Practice may prioritise vulnerable or high-risk patients. • Essential preventative care continues, e.g. influenza vaccinations and primary care administered childhood immunisations. • Non-essential routine care is postponed (e.g. Cancer Screening Programmes, insurance medicals etc). • Antenatal and newborn screening programmes to continue operation • Home visiting continues, with priority for patients requiring urgent assessment for life-threatening or life-limiting circumstances, including palliative care. • PPE will continue to be used according to Ministry of Health guidance. • Testing for COVID-19 is done at designated testing facilities and general practice where appropriate to do so.

Community Pharmacy	<ul style="list-style-type: none"> Pharmacies remain open. 'Business as usual' for the full range and extent of pharmacy services provided at pre-COVID-19 levels. Customers with acute respiratory symptoms to be asked not to attend in person and to phone for advice where possible. Telehealth services encouraged to support patients at home. Influenza vaccinations are provided at all Alert Levels for those aged 13 years and older. Emphasis on hand hygiene, surface cleaning. Staff with acute respiratory symptoms to stay home and not go to work. PPE will continue to be used according to Ministry of Health guidance. 	<ul style="list-style-type: none"> Pharmacies remain open. All services can operate if appropriate. Essential pharmacy services do not change through the levels (provision of medicines and medicines advice). COVID-19 risk screening is in place and public health protection measures are utilised. (Infection prevention control, physical distancing measures, appropriate PPE). Influenza vaccinations are provided at all Alert Levels for those aged 13 years and older. Person-to-person medicines services (e.g. medicine use reviews, long-term conditions support) will continue, albeit some of these services will be using telehealth modalities, some will need to be in-person encounters. Delivery of medicines to vulnerable populations is encouraged. There will be an increase in the over the counter sales of pharmacy only medicines and an increase in non-essential pharmacy sales. PPE will continue to be used according to Ministry of Health guidance. 	<ul style="list-style-type: none"> Pharmacies remain open. Essential pharmacy services do not change through the levels (provision of medicines and medicines advice). COVID-19 risk screening is in place and public health protection measures are utilised. (Infection prevention control, physical distancing measures, appropriate PPE). Pharmacies to utilise telehealth for medicine management where possible. Pharmacies may deliver medicines for vulnerable groups. Proactive care (e.g. reminders to collect/have repeats delivered) is important for patients with chronic disease and long-term condition management. Influenza vaccinations are provided at all Alert Levels for those aged 13 years and older. Increased focus on elderly, children, chronic conditions and mental health. PPE will continue to be used according to Ministry of Health guidance. 	<ul style="list-style-type: none"> Pharmacies remain open. Essential pharmacy services do not change through the levels (provision of medicines and medicines advice). COVID-19 risk screening is in place and public health protection measures are utilised. (Infection prevention control, physical distancing measures, appropriate PPE). Delivery mechanism of medicines in place for many of the pharmacy's patients. Pharmacy predominantly utilising telehealth for medicines management and other advice. Pharmacy networks ensure access within geographic area for medicines (should a pharmacy have to close). Influenza vaccinations are provided at all Alert Levels for those aged 13 years and older continues. PPE will continue to be used according to Ministry of Health guidance.
Government Contracted Emergency Ambulance Services (Road and Air)	<ul style="list-style-type: none"> Services remain operational. Emergency ambulance services are required to provide the same level of service at each Alert Level. Appropriate triage and screening at time of call required to determine any COVID-19 risk or exposure and take public health precautions as necessary. 	<ul style="list-style-type: none"> Services remain operational. Emergency ambulance services are required to provide the same level of service at each Alert Level. Appropriate triage and screening at time of call required to determine any COVID-19 risk or exposure and take public health precautions as necessary. 	<ul style="list-style-type: none"> Services remain operational. Emergency ambulance services are required to provide the same level of service at each Alert Level. Appropriate triage and screening at time of call required to determine any COVID-19 risk or exposure and take public health precautions as necessary. 	<ul style="list-style-type: none"> Services remain operational. Emergency ambulance services are required to provide the same level of service at each Alert Level. Appropriate triage and screening at time of call required to determine any COVID-19 risk or exposure and take public health precautions as necessary.
Community Midwifery	<ul style="list-style-type: none"> All maternity care appointments return to normal with strict infection control measures in place. Services must adhere to Public Health advice. Antenatal and Newborn Screening Programmes to continue normal operation. 	<ul style="list-style-type: none"> Midwifery care is provided through a variety of avenues, including face-to-face and virtual appointments, where appropriate. High risk groups continue to receive scheduled face-to-face appointments. Appropriate PPE is to be worn. Antenatal and Newborn Screening Programmes to continue normal operation. 	<ul style="list-style-type: none"> Midwifery care is provided through a variety of avenues, including in-person and virtual appointments, where appropriate. High risk groups continue to receive scheduled face-to-face appointments. Appropriate PPE is to be worn. Antenatal and Newborn Screening Programmes to continue operation. 	<ul style="list-style-type: none"> Midwifery care is provided through a variety of avenues, including in-person and virtual appointments, where appropriate. High risk groups continue to receive scheduled face-to-face appointments, based on clinical/psychosocial need. Appropriate PPE is to be worn. Antenatal and Newborn Screening Programmes to continue operation.

<p>Well Child Tamariki Ora (WCTO) services including B4SC</p>	<ul style="list-style-type: none"> • Contacts will be delivered as per pre COVID-19 with the following emphasis: <ul style="list-style-type: none"> - Screening for COVID-19 symptoms occur before contacts - Hygiene measures of handwashing / sanitiser between contacts - Surface cleaning between contacts - WCTO providers who meet COVID-19 case definition to be tested negative or not at work. • Practitioners to manage caseloads to prioritise high need whānau and vulnerable people based on criteria for equity and to give precedence to care missed in the higher Alert Levels. • Practitioners to judge if virtual care delivery is suitable to respond to some health need (e.g. for extra support or screening). 	<ul style="list-style-type: none"> • Services are expected to operate as normally as possible. Contacts will be delivered in a mix of in person, and virtual modes (telephone and video) as appropriate. • Screening for COVID-19 symptoms occur before contacts. • In person contacts are preferable for: <ul style="list-style-type: none"> - Priority groups: whānau with a baby aged under 3 months and those who have their first child, are Māori or Pacific, are living in areas of high deprivation, or where there is a child in the whānau who has had high needs or risks to health and wellbeing as identified by either the LMC or the WCTO nurse - Situations where there is a need to strengthen links across the health and social systems including mental health and community supports. - Key points for physical growth monitoring. • B4SCs are undertaken as usual. Prioritisation criteria should be applied to catching up deferred B4SCs for children who have missed them in previous lock down and those children who are due to turn 5 years old within the next 3 months. • Nurses will wear a mask for all in person contacts and physical distancing arrangements and other standard hygiene practices will be followed. Caregivers will be asked to wear a mask too and masks will be provided if needed. • On time childhood immunisations via general practice will continue to be encouraged, and any required referrals will be made as per usual practice. 	<ul style="list-style-type: none"> • The WCTO service is an essential service and continues to operate through virtual methods. • B4 School Checks (B4SC) may be initiated through virtual contact for elements of assessment that can be done virtually, with in-person clinical completion planned for follow up when Alert level allows. • Unwell staff or contacts of suspected cases are not at work. • Virtual and phone contacts are the most usual form of care provision. Contacts are to be prioritised for whānau with a baby aged less than 3 months old, those who have their first child, are Māori or Pacific, are living in areas of high deprivation, or where there is a child in the whānau who has had high needs or risks to health and wellbeing as identified by either the LMC or the WCTO nurse. • LMCs will continue to provide antenatal and postnatal care through a mix of managed in person, telephone and video. • Screening for COVID-19 symptoms will be undertaken before any in-person contacts • All other WCTO contacts will be provided via virtual methods except when the criteria below apply. Criteria for in-person contacts: <ul style="list-style-type: none"> - Where a virtual contact identifies any concern about the wellbeing, health or growth of the child or the health of the mother, and the LMC and WCTO provider agree an in-person assessment is needed and can be safely undertaken. - Where a community midwife has concerns about a baby, arrangements will be made for an in-person assessment with WCTO to monitor growth, respond to feeding issues or any other maternal or child health and wellbeing issue the LMC and WCTO provider agrees needs assessment. • In-person contacts are to be undertaken based on criteria as above. The nurse will wear a mask and other PPE as directed in Ministry of Health Guidelines, following physical distancing and standard hygiene practices. Contacts will be limited to 15 minutes wherever possible. Persons present 	<ul style="list-style-type: none"> • The WCTO service is an essential service and continues to operate through virtual methods. • B4 School Checks (B4SC) may be initiated through virtual contact for elements of assessment that can be done virtually, with in-person clinical completion planned for follow up when Alert level allows. • Unwell staff or contacts of suspected cases are not at work. • Virtual contacts should be prioritised for whānau with babies aged less than 3 months, who have their first child, are Māori or Pacific, are living in areas of high deprivation, or where there is a child in the whānau who has had high needs or risks to health and wellbeing as identified by either the LMC or the WCTO nurse. • No WCTO contacts are to be delivered face-to-face except in very rare cases for the following reasons: <ul style="list-style-type: none"> - Where a virtual contact identifies any concern about the wellbeing, health or growth of the child or the health of the mother, an in-person contact can be arranged. Careful infection control measures and use of PPE is required and the number of whānau seen in-person is expected to be low. Home visits will not be made. - Where a community midwife has concerns about a baby, arrangements will be made for an in-person assessment with WCTO to monitor growth, respond to feeding issues or any other maternal or child health and wellbeing issue the LMC and WCTO provider agrees needs assessment. Careful infection control measures and use of PPE is required and the number of whānau seen in-person is expected to be low. No home visits will be made. - Screening for COVID-19 symptoms will be undertaken before any in-person contacts. • The WCTO nurse may discuss whānau understanding of staying home (in their bubble) and how to protect themselves and others from the Covid-19 virus. We do not
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<p>Aged Residential Care</p>	<ul style="list-style-type: none"> • Aged Residential Care facilities will operate at their full scope with adherence to Alert Level 1 public health measures. • COVID-19 testing is conducted in accordance with the case definition. • Facilities should have signs at the entrance for visitors and staff to encourage adherence to public health advice and appropriate hygiene measures. • Screening prior to any admission of residents. • 14-day quarantine for admissions to ARC is not required. • All respite care is available. • Inter-NASC transfers will resume. • Resident's family/other outings, day programmes, health promotion activities and other supports in the community and ARC facilities will resume: <ul style="list-style-type: none"> - No restrictions on gatherings. - A record of where residents have been should be kept for contact tracing purposes. - People shouldn't go out if they are unwell. When they are out, they should follow basic hygiene measures. • HealthCERT routine audits (certification audits, surveillance audits, partial provisional 	<ul style="list-style-type: none"> • Operates as normal with Level 2 public health control measures. • Screening prior to any admission of residents. • No staff movement between ARC facilities. • Continue health checks for staff. • 14-day quarantine not mandatory. • Continue virtual and non-contact delivery where possible. • Non-family visits (e.g. health care related visits including pharmacy) allowed if screening shows low risk of COVID-19. • Ensure hygiene/infection control and distancing guidance is adhered to, isolation areas are maintained, and mental health and wellbeing is supported. • Apply current PPE guidance for Alert Level 2. • Onsite audits as required on case by case basis as well as the Ministry's inspections and DHB's issue-based audits if any serious concerns about quality and safety of care. • Minimise use of restrictive practices and report critical incidents. • Planned respite and urgent respite care available. 	<ul style="list-style-type: none"> • Entry/exit of services - only essential and emergency movement. • Screening prior to any admission of residents. • 14 days quarantine upon admission. • No staff movement between ARC facilities. • Continue health checks for staff. • Activate virtual and non-contact delivery where possible. • Ensure hygiene/infection control and distancing guidance is adhered to, isolation areas are maintained, and mental health and wellbeing is supported. • Apply current PPE guidance for Alert Level 3. • Reduce resident activities to those that maintain physical distancing. • Minimise use of restrictive practices and report critical incidents. • Planned respite services suspended, urgent respite care provided. • Onsite audits stopped except for the Ministry's inspections if any serious concerns about quality and safety of care. <p><i>Visiting</i></p>	<ul style="list-style-type: none"> • Operates with Alert Level 4 restrictions on entry/exit so essential and emergency moves only. • Screening prior to any admission of residents. • 14 days quarantine upon admission. • Ensure hygiene/infection control and distancing guidance is adhered to, isolation areas are maintained, and mental health and wellbeing is supported. • Apply PPE guidance for Alert Level 4. • Activate virtual and non-contact delivery where possible. • Stop needs assessment for changes in care level – alternative arrangements for changing level of care. • No staff movement between residential facilities. • Reduce resident activities to those that maintain physical distancing. • Minimise use of restrictive practices and report critical incidents • Planned respite services suspended, urgent respite care provided. • Onsite audits stopped except for the Ministry's inspections if any serious concerns about quality and safety of care.

	<p>audits and provisional audits) continue as per the Designated Auditing Agency handbook.</p> <p><i>Visiting</i></p> <ul style="list-style-type: none"> Health screening and assessment of visitors will be completed before entering the facility. A record of all visitors into the facility should be kept for contact tracing e.g. use of QR code. 	<p><i>Visiting</i></p> <ul style="list-style-type: none"> General family visits allowed – as well as for end of life / palliative care - but with restrictions on the number of family members visiting. Health screening and assessment of visitors will be completed before entering the facility. A record of all visitors into the facility should be kept for contact tracing e.g. use of QR code. 	<ul style="list-style-type: none"> All family visits stopped except for families with residents receiving palliative care/end of life care – this is subject to public health direction and provider assessment on a case by case basis. Essential non-family visits (e.g. healthcare related visits including pharmacy) allowed if screening shows low risk of COVID-19. Health screening and assessment of visitors will be completed before entering the facility. Bubble identified and maintained. A record of all visitors into the facility should be kept for contact tracing e.g. use of QR code. 	<p><i>Visiting</i></p> <ul style="list-style-type: none"> All family visits stopped except for families with residents receiving palliative care/end of life care – this is subject to public health direction and provider assessment on a case by case basis. These visits are by appointment only with a maximum of one family member visiting at a time. Essential non-family visits (e.g. healthcare related visits including pharmacy) allowed if screening shows low risk of COVID-19. Hygiene/infection control and distancing guidance is adhered to. Health screening and assessment of visitors will be completed before entering the facility. A record of all visitors into the facility should be kept for contact tracing e.g. use of QR code.
<p>Home and Community Support Services (HCSS)</p>	<ul style="list-style-type: none"> Home and community support services (HCSS) for all people will operate at their full scope with adherence to Alert Level 1 public health measures. PPE will continue to be used according to Ministry of Health guidance. <p><i>Visiting</i></p> <ul style="list-style-type: none"> Visitors to be encouraged to adhere to public health advice and appropriate hygiene measures. <p><i>Home based support services available:</i></p> <ul style="list-style-type: none"> Home based support services, including personal cares (e.g. showering and feeding), and household management (e.g. cleaning). <p><i>Other community-based services available:</i></p> <ul style="list-style-type: none"> All equipment, housing and vehicle modifications services. Hearing and vision services (including NZ Sign Language interpreters) and rehabilitation therapies. Respite care, day programmes, health promotion activities and other community 	<ul style="list-style-type: none"> People limit their activity within the Alert Level 2 restrictions. PPE will continue to be used according to Ministry of Health guidance. <p><i>Visiting</i></p> <ul style="list-style-type: none"> Visitors permitted. Visitors must follow public health advice and appropriate hygiene measures, as per general advice for Alert Level 2. <p><i>Home based support services available:</i></p> <ul style="list-style-type: none"> Home and community support services, including personal cares (e.g. showering and feeding), and household management (e.g. cleaning). Ensure hygiene/infection control and distancing guidance is adhered to. For at-risk people: Agree with older people, family and providers who should visit clients and how their health will be protected. <p><i>Other community-based services available:</i></p>	<ul style="list-style-type: none"> People limit their activity within the Alert Level 3 restrictions. Essential services provided, e.g. urgent equipment provision. Ensure PPE use (according to Ministry of Health guidance) for essential care services. <p><i>Visiting</i></p> <ul style="list-style-type: none"> Household bubbles can be expanded to allow the person to connect with close family/whānau, caregivers or support persons. Social visiting is not permitted. <p><i>Home based support available:</i></p> <ul style="list-style-type: none"> Essential personal care services provided (e.g. toileting, washing, feeding). Home management (e.g. house cleaning) can be provided depending on individual circumstances (where not providing this service would place a client at risk), Alert Level 3 precautions must be followed, and where required to maintain client safely at home. 	<ul style="list-style-type: none"> People limit their activity within the Alert Level 4 restrictions. Essential services provided, e.g. urgent equipment provision. Ensure PPE use (according to Ministry of Health guidance) for essential care services. <p><i>Visiting</i></p> <ul style="list-style-type: none"> Household bubbles meet Alert Level 4 guidance. No visitors. <p><i>Home based support available:</i></p> <ul style="list-style-type: none"> Only essential personal care services provided (e.g. toileting, washing, feeding). Some home management depending on need, and where required to maintain wellbeing and safety to remain at home. Ensure hygiene/infection control and distancing guidance is adhered to, and bubble maintained. Minimise staff movement between homes.

	<p>supports will operate at their full scope. A record of where people have been should be kept for contact tracing purposes.</p> <ul style="list-style-type: none"> • Respite care in aged residential care (ARC) facilities and in the community is available. • No restrictions on health promotion activities and gatherings. • People shouldn't attend day programmes or health promotion activities if they are unwell. When people do, they should follow basic hygiene measures. • Transport to day services (via providers) will be provided. 	<ul style="list-style-type: none"> • All equipment, housing and vehicle modifications services if Alert Level 2 precautions can be followed. • Hearing and vision services (including NZ Sign Language interpreters) and rehabilitation therapies if done safely. • Day programmes, health promotion activities and other community supports if Alert Level 2 precautions can be followed including limits and rules for the gathering of people. Providers are still encouraged to provide services virtually, or in non-contact ways if possible. • Aged Residential Care day programmes remain closed. Transport to day services (via providers) will need to adhere to COVID-19 risk screening and public health measures. 	<ul style="list-style-type: none"> • Ensure hygiene/infection control and distancing guidance is adhered to and expanded bubble maintained. • Minimise staff movement between homes. 	
Family Planning	<ul style="list-style-type: none"> • All services business as usual – follow Ministry of Health guidelines and public health measures for Alert Level 1. 	<ul style="list-style-type: none"> • Family Planning clinics will be open usual hours. • Telephone/virtual consultations as per business as usual. • Health Promotion and Clinical Training delivery continues following Alert Level 2 guidelines and wherever possible by virtual methods and online. 	<ul style="list-style-type: none"> • Clinics will provide face-to-face appointments where necessary. Other appointments will be done virtually. 	<ul style="list-style-type: none"> • Family Planning appointments provided virtually, prioritising high need communities.
School-based Health Services (SBHS)	<ul style="list-style-type: none"> • In-person SBHS care to continue in schools. • Infection control will continue to be an ongoing priority, regardless of how much COVID-19 is present in the community. • PPE will continue to be used according to Ministry of Health guidance. • DHBs are asked to develop a plan to catch up on delayed Year 9 psychosocial assessments that were not undertaken due to the COVID-19 Alert Levels 4 and 3. • DHBs are asked to develop a plan to catch up on implementation of SBHS in Decile 5 Schools. 	<ul style="list-style-type: none"> • In-person SBHS care to resume in schools. School nurses should be re-deployed to schools during Alert Level 2 to meet otherwise unmet health needs of students attending schools during Level 2; and ensure students with health needs who are not on the school premises are aware of currently operating services to receive in-person help, e.g. primary care, and how they can contact the school nurse. • DHBs are expected to catch up on delayed Year 9 psychosocial assessments if required because they were not undertaken due to the COVID-19 Alert Levels 4 and 3. • DHBs are asked to develop a plan to catch up on implementation of SBHS in Decile 5 Schools. • Providers are expected to implement a screening process to identify and manage any risk of COVID-19 infection, or COVID-19 	<ul style="list-style-type: none"> • Services delivered remotely to students not attending school. • Nurses re-deployed to schools based on the identified need. • Face-to-face SBHS may be provided with the health professional taking appropriate measures to manage public health risks (e.g. use of PPE relevant to the tasks). 	<ul style="list-style-type: none"> • Services delivered remotely as resources allow, while schools are closed. • If deploying nurses from providing SBHS to the COVID-19 response, please continue to facilitate youth access to primary care and mental health care.

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		infection transmission, for rangatahi - and staff.		
Community Dental	<ul style="list-style-type: none"> • Open as normal. Telephone screening will be used to assign a patient's risk category. • Routine, urgent and emergency care may be provided for patients who are not COVID-19 positive or symptomatic. • Emergency and urgent treatment only may be provided for confirmed and probable cases of COVID-19, close contacts of confirmed or probable cases of COVID-19 and people waiting for test results, where PPE and room requirements can be met. https://www.dcnz.org.nz/covid-19/guidelines-for-oral-health-services-at-covid-19-alert-levels/ • Scheduling of those with certain medical conditions or of those over 70 needs to be carefully managed. 	<ul style="list-style-type: none"> • Open as normal. Telephone screening will be used to assign a patient's risk category. • Routine, urgent and emergency care may be provided for patients who are not COVID-19 positive or symptomatic. • Emergency and urgent treatment only may be provided for confirmed and probable cases of COVID-19, close contacts of confirmed or probable cases of COVID-19 and people waiting for test results, where PPE and room requirements can be met. https://www.dcnz.org.nz/covid-19/guidelines-for-oral-health-services-at-covid-19-alert-levels/ • Scheduling of those with certain medical conditions or of those over 70 needs to be carefully managed. 	<ul style="list-style-type: none"> • All non-essential and elective dentistry care suspended. • Telephone triage will be used to determine if treatment can be deferred or managed with medication. • Face-to-face appointments for urgent/emergency care may be provided so long as dental professionals can take appropriate measures to manage public health risks (e.g. use of PPE relevant to the task). • Aerosol treatment avoided where possible (e.g. hand instrumentation only) and precautions taken as per guidelines where aerosols are necessary. 	<ul style="list-style-type: none"> • Open only for urgent/emergency dental care. • All non-essential and elective dentistry care suspended. • Telephone triage will be used to determine if treatment can be deferred or managed with medication. • Face-to-face appointments for urgent/emergency care may be provided so long as dental professionals can take appropriate measures to manage public health risks (e.g. use of PPE relevant to the task). • Aerosol treatment avoided where possible (e.g. hand instrumentation only) and precautions taken as per guidelines where aerosols are necessary.

COVID-19