

South West Eligibility Criteria

Our team of RN's support mild-moderate symptomatic COVID patients in their respective 10 day isolation period.

Eligibility Criteria includes:

- over the age of 18
- mild/moderate symptoms
- lives in the south west catchment (London, Middlesex, Oxford, Elgin, Grey, Bruce, Huron, Perth)
- speaks/able to read English or able to have a family/friend able to speak/read English
- has access to a phone/smart phone app
- if underlying conditions, may qualify for an oximeter
- self referral, referral through primary care, assessment center, public health all accepted (community referrals)

If the patient is assessed and requires an oximeter, the RNs will order upon initial assessment and it will be puolated to the patient's treatment address/location. Our team supports Monday-Friday, from 8:30 am – 4:30 am, with a morning touch point using a phone app, namely, Vivify. If the patient requires a manual phone call and does not have technology, the RN can also call into the patient and manually input the biometrics.

Should the patient require escalation, the RN will first and foremost offer a zoom call (secure/as well as secure text messaging via Vivify). The RN will determine whether the patient requires an escalation through Primary Care, Community Paramedicine, Virtual Care or ED assessment (dependent on catchment area and resources avail in each area slightly differ).

****we do not support post hospital discharges or long haulers.**

Should you require in person hospital assessment, you will then be assessed for LUC 3 (in the London area) for post hospital and monitoring if you live in London-Middlesex.

The team does not oversee patients after 4:30 pm and/or on weekends. Education would be provided to patients regarding accessing a virtual care clinic/ED if symptoms worsen.