



## Memo

**Date:**  
April 29, 2022

**To:** Primary care providers and other physicians

**From:** Dr. David Kaplan, Vice-President, Quality  
Dr. Sacha Bhatia, Population Health and Value Based Health Systems Executive

**Re:** Tools for identifying high-risk patients eligible for Paxlovid

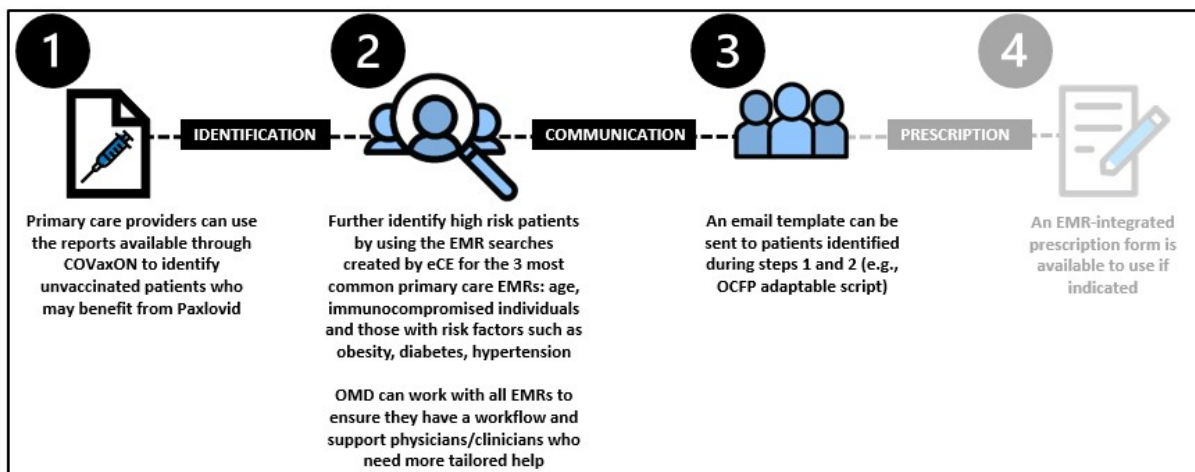
Family physicians continue to play an integral role in Ontario’s COVID-19 response. Thank you for your significant efforts to support the health of Ontarians through frequently evolving conditions.

Most recently, family physicians have been leaders in facilitating COVID-19 therapeutics access to reduce the risk of mortality and hospitalization for eligible patients who may benefit the most from therapy. The uptake of Paxlovid is an example of this leadership; statistics demonstrate that primary care is a key driver of uptake. We heard from you, however, that practical challenges with Paxlovid remain, including prescribing with potential drug interactions, identifying appropriate high-risk patients, and communicating with those individuals.

Ontario Health has collaborated with partners such as OntarioMD and the eHealth Centre of Excellence to develop and mobilize additional Paxlovid tools, for example:

- COVaxOn reports for unvaccinated patients, which can be filtered by age
- EMR searches to support the identification of patients who are high risk due to other risk factors
- An adaptable script to communicate with high-risk patients so that those who need treatment the most are more likely to seek it at the right time
- EMR-integrated Paxlovid prescription forms

This graphic and subsequent text outline these tools and suggested process for their use.



## 1. COVaxON Report

***Use the reports available through COVaxON to identify unvaccinated patients. You can filter by age (e.g. 70+) to focus on populations who may benefit from Paxlovid.***

For those in patient enrollment models, the COVaxON Aggregate Primary Care Vaccination Report can identify which of your rostered patients may benefit from Paxlovid.

A ONE® ID account is required to access the COVaxON Aggregate Primary Care Vaccination Report. You are registered with ONE® ID and enrolled in the service if you already access the Screening Activity Report or if you recently received a “Welcome” email after signing up to receive the COVaxON Aggregate Primary Care Vaccination Report. If you have a delegate for the Screening Activity Report, this delegate can also help you access your vaccine list. If you have not yet registered, please complete your ONE® ID self-registration; for instructions, please refer to the [ONE® ID CPSO Registration Guide](#). OntarioMD can also assist with ONE® ID registration and [access to vaccine lists](#).

## 2. EMR Searches for Eligible Patients

***Further identify high-risk patients based on age, immunocompromised individuals, and those with risk factors such as obesity, diabetes, or hypertension using EMR searches created for the three most common primary care EMRs (Accuro, Oscar and PS Suite).***

Searches that use EMR data to identify patients who meet eligibility criteria for Paxlovid are available here: <https://ehealthce.ca/COVID-Therapeutics.htm>

If individuals identified via these searches do not have a recent serum creatinine, providers may consider ordering this for the highest-risk patients while they are well. The searches can also help providers identify patients for proactive outreach to alert them that if they get COVID-19 they should contact the office.

## 3. Adaptable Script for Patient Communication

***Send an email to patients identified during steps 1 and 2 (e.g., using the Ontario College of Family Physicians’ adaptable script).***

The Ontario College of Family Physicians developed an [adaptable script](#) that can be sent to patients identified as high risk through COVaxON and EMR searches. This script provides comprehensive information about Paxlovid for patients such as answers to common questions, when to call the doctor’s office, the eligibility self-screening tool and where to find [clinical assessment centres](#) and [dispensing pharmacies](#) (note: supply at individual sites may vary).

## 4. Paxlovid Prescription Form

***Use an optional EMR-integrated prescription form when Paxlovid prescription is indicated.***

A single-page Paxlovid [Prescription Form](#) has been developed by Ontario Health Regions. It includes the eligibility criteria for Paxlovid and can be found [here](#) for various EMRs. Integration with other EMRs can be supported by [OntarioMD](#). This form is intended as an aid and is not required.

Thank you for your strong leadership in ensuring high-risk Ontarians receive the right COVID-19 treatment when they need it. Your ongoing efforts, collaboration, and dedication are greatly appreciated.

## Appendix A: Additional Paxlovid Resources

All links within this document were compiled as of April 28, 2022 and are subject to change.

### Clinical/Prescriber Guidance

- [Centre for Effective Practice \(CEP\) New Guidance for the Prescription of Nirmatrelvir / Ritonavir \(Paxlovid™\)](#)
- [University of Liverpool Drug Interaction Checker](#)
- [eHealth Centre of Excellence Paxlovid Prescription Form](#)
- [Ontario Science Table Clinical Practice Guideline Summary: Recommended Drugs and Biologics in Adult Patients with COVID-19](#)
- [Ontario Science Table Nirmatrelvir/Ritonavir \(Paxlovid\): What Prescribers and Pharmacists Need to Know](#)
- [University Health Network/Women's College Hospital COVID Therapeutics Overview](#)
- [Ontario Health Access to COVID-19 antiviral treatment \(Paxlovid\): Information for primary care providers and other health care providers caring for patients in the community](#)
- [Ontario Ministry of Health dispensing pharmacies list](#)

### Patient and Public Information

- [Ontario Health Patient Fact Sheet](#)

### Comprehensive Websites

- [Ontario College of Family Physicians Prescribing Paxlovid, Patient Resources and More](#)
- [Ontario Ministry of Health COVID Antiviral Treatment \(public information, screening tool and dispensing pharmacy list\)](#)
- [Government of Canada COVID-19 Vaccines and Treatments Portal: Paxlovid \(information for health care providers, consumers and researchers\)](#)

### Templates for Patient Communication

- [Ontario College of Family Physicians Patient Eligibility for Paxlovid to treat COVID-19 template](#) (adaptable script)