

COVID Care Pathways

Supporting access to anti-viral treatment in NSW

healthdirect
Australia



Overview

There are a range of anti-SARS-CoV-2 monoclonal antibodies (MAB) and antiviral medications that have been provisionally approved by the Therapeutic Goods Administration. These medications are for the treatment of patients in the early phase of infection with COVID-19 who are at risk of progression to severe disease.

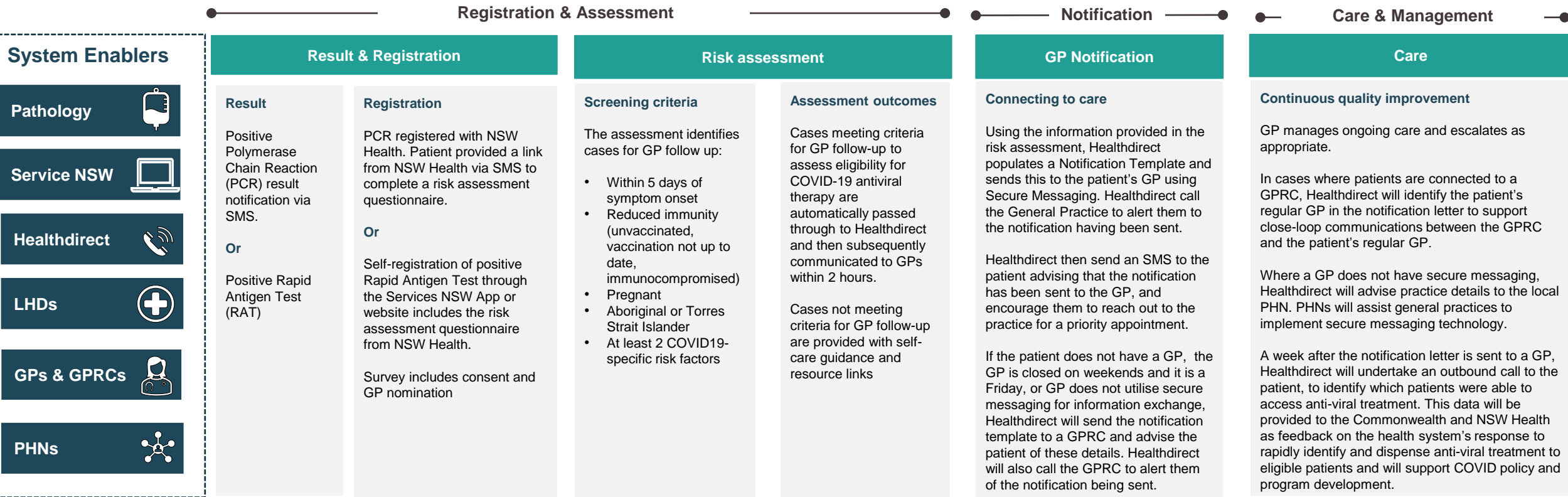
For COVID-19+ patients that are assessed by NSW Health as not requiring urgent hospital care and eligible for anti-viral treatment, NSW Health will provide a real-time data feed to Healthdirect.

Healthdirect will send a notification to the patient's nominated GP that their patient has COVID-19 and may be eligible for this treatment, and the patient has consented to the message being sent to the GP (this information is provided in the data feed from NSW). The notification will be via secure message for practices with a secure messaging system in place. This will replace the email model currently being sent by NSW Health.

Healthdirect will undertake an outbound call to the practice to advise of the notification being sent. Healthdirect will also engage with alternate practices including General Practice Respiratory Centres (GPRCs) for patients that do not have a regular GP, their GP does not utilize secure messaging for information exchange or does not have capacity to see the patient in the next 24 hours.

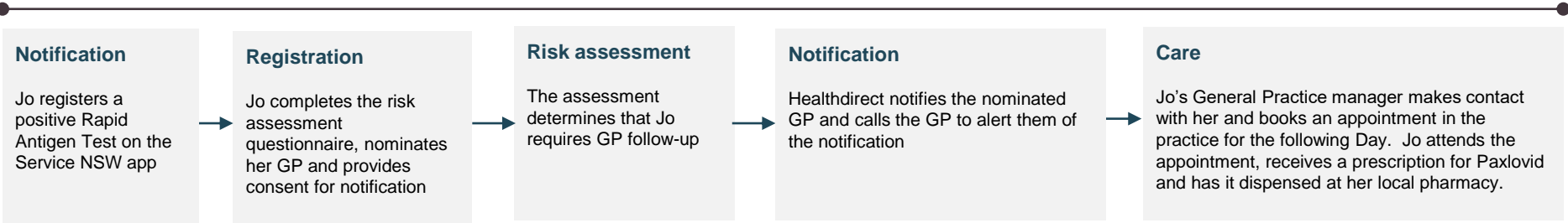
This service aims to help prioritise patient access to anti-viral treatment through coordinated, integrated primary care pathways.

A journey through the COVID-19 Care Pathway for anti-viral treatment in primary care



Example patient profile

Name: Joanne Harbour
Age: 38
Gender: Female
Result: Positive
Vaccination status: 3 vaccinations
Health condition: Mild Symptoms, chronic respiratory issues, obesity



GP notifications

GP notifications are sent via clinical secure messaging. The minimum requirements for practices (including GPRCs) to receive notifications are:

Practices must have installed and configured one of the following compatible secure messaging services - Healthlink, Argus or Referral Net.

Practice details, including name and address are correct and up-to-date in their secure messaging vendor(s) provider directory and the National Health Services Directory.

- Healthdirect sends notifications to the practice – not named doctors. Most practices have secure messaging configured with the practice listed in the provider directory. This endpoint is generally monitored by the practice manager or a designated doctor.
- Practice-level communication is more reliable as consumers likely know the name of their usual practice, but not necessarily their doctor at the practice. Many consumers will see different doctors at a practice based on availability.

For further information, please refer to [Australian Digital Health Agency - Secure Messaging Implementation Guide](#)

Example Notification Template

ACTION REQUIRED

COVID-19 Patient - Notification from Healthdirect on behalf of NSW Health

Dear Doctor [mes_gp] [hda_gpname]

Your patient has COVID-19 and may be eligible for a COVID-19 anti-viral agent.

Patient Information

First name: [mes_first_name] [hda_firstname]

Surname: [mes_last_name] [hda_lastname]

DOB: [mes_dob] [hda_dob]

Gender: [mes_gender] [gendercode]

Phone: [mes_contact_phone] [hda_mobilephone]







Risk Factors: [mes_covid_Notes] [hda_covidnotes]

COVID Test date: [mes_survey_test_date] [hda_surveytestdate]

NSW survey screening pathway conducted on [mes_survey_submit_date] [hda_surveysubmissiondate] identified that your patient may be eligible for oral therapy as they are currently symptomatic and have risk factors for developing severe COVID-19. They have been advised to contact a doctor within 24 hours. We have advised them to monitor their symptoms closely and to contact a doctor urgently if symptoms worsen or attend their nearest emergency department (ED) or call 000 in an emergency.

The GP is advised to confirm that the patient meet the current prescription guideline through a consultation within 24 hours as these agents need to be used within 5 days of onset of COVID-19 symptoms, to be effective.

Click on the links below for specific resources (press ctrl+ click on icons):

ACI model of care document for Mab and Antivirals		Paxlovid declaration form	
Interaction checker for COVID-19 therapies		Aged Care Facility Declaration form	
Healthpathways portal for district specific GP information Access is for clinicians only and must not be shared with patients. Username: making Password: adifference			
RACGP COVID-19 Care in community guidelines			

The patient has consented to notification to their usual GP, relevant health service providers and authorities.

Additional information

You can find out more about the oral [antiviral treatments for COVID-19](#) at NPS Medicine wise.

For more comprehensive information on oral treatments, please read the [TGA media release](#) and [ministerial statement](#).

Supporting regulatory documents, including the Product Information and Consumer Medicine Information, which provide details on dosage, side effects, contraindications and other essential prescribing information, can be found at [on the TGA website](#).

You can also read the [National COVID-19 Clinical Evidence Taskforce – Caring for people with COVID-19 guidelines](#) on the use of these treatments.

The Royal Australian College of General Practitioners (RACGP) have also released guidelines to support primary care providers – [What GPs need to know about the new COVID antivirals](#).

Agency for Clinical Innovation (ACI) [Model of care for the use of anti-SARS-CoV-2 monoclonal antibodies and antivirals \(nsw.gov.au\)](#)

For more information or assistance please contact: Healthdirect: CVP@healthdirect.org.au