

Influenza Practice Guide 2022

INFLUENZA Quality Data

- ✚ 2022 State-wide weekly influenza surveillance report found [HERE](#)
- ✚ Fortnightly Australian Influenza Surveillance Report (AISR) found [HERE](#)
- ✚ Department of health Weekly Influenza Immunisation Data found [HERE](#)

INFLUENZA Engaged Leadership

1. Nominate a person in the practice who will be responsible for accessing and circulating INFLUENZA information daily. This person will need to have access to the internet to access important websites from the WQPHN, Queensland Health (QH), and the Department of Health (DOH), and should also be in contact with their local Hospital and Health Service (HHS) via their local GPLO or PCLO.

Name of Communication staff member: _____

Name of local HHS GPLO / PCLO: _____

Name of WQPHN Coordinator: _____

List of websites:

- [Influenza | Queensland Health](#)
- [Influenza - Community HealthPathways Western Queensland](#)
- [Western Queensland Primary Health Network | Influenza Clinician \(wgphn.com.au\)](#)

2. In the case of an Influenza outbreak, convene a weekly team meeting of practice staff to disseminate information and discuss concerns or issues. Use the [RACGP - Managing pandemic influenza in general practice](#) (2021) plan to guide meeting and document outcomes and actions

Name of weekly Team Meeting organiser: _____

Time and location of weekly Team Meeting: _____

In addition to the RACGP please find QLD Health resources here: [Pandemic Influenza | Queensland Health](#)

3. Ensure staff have access to INFLUENZA and infection control training and education materials.

- WQPHN - [Western Queensland Primary Health Network | Influenza Clinician \(wgphn.com.au\)](#)
- RACGP - [RACGP - Infection prevention and control](#)
- RACGP Influenza Prevention Table- [RACGP - Influenza prevention](#)
- QLD Health - [Pandemic Influenza | Queensland Health](#)
- Dept Health – [Influenza infection control](#)

Keep a record of training completed in your practice.

Name of Influenza Education Officer: _____

INFLUENZA Patient Centred Care

4. Identify and contact local pathology company for pathology requirement testing protocols, restocking of swabs. Create and distribute an Influenza testing workflow where appropriate for your practice.

Name of person responsible to monitor and maintain Pathology Stocks: _____

5. Reporting:

- List of Public Health Unit Contacts in Queensland: [Public health units | Queensland Health](#)
- Case Report Form Queensland Government: [Generic Case Report Form \(health.qld.gov.au\)](#)

6. Use GoShare to deliver appropriate education materials to patients.

Ensure practice staff have access to GoShare.

GoShare: <https://goshare.realtimehealth.com/>

(Log in to access resources for patient education, please contact your WQPHN Coordinator if you require access.)

What cohort of patients will you target: _____

Name of person responsible for set up and maintenance: _____

7. Review your external practice communication strategy with appropriate messaging for your patients

- Update your phone message
- Adapt your online appointments
- Update your practice website
- Review SMS messaging protocols and standard messages
- Ensure any other communication via phone or face to face is consistent
- Update your Social Media with useful patient information

Name of person responsible to monitor and maintain: _____

8. Be aware of your at-risk group and develop a plan for managing them. The at-risk group for Influenza includes the following:

People at highest risk of being hospitalised with flu are:

- babies
- people more than 65 years old
- Aboriginal and Torres Strait Islander people
- pregnant women

- people with long-term medical conditions
- people who have weakened immune systems
- people who are obese
- people who smoke
- people who haven't been vaccinated against the flu.

Long-term medical conditions that can lead to you having a serious case of the flu include:

- heart disease
- Down syndrome
- lung disease
- conditions of the nervous system (such as multiple sclerosis)
- liver disease
- kidney disease
- diabetes
- blood diseases
- metabolic disorders.

CAT 4 Recipes

- ✓ [Identify Patients at risk for influenza with predisposing conditions – Pen CS Help Centre \(zendesk.com\)](#)
 - ✓ [PIP QI Improvement Measures - CAT Recipes - PenCS Help](#)
- (Log in to access more 'recipes', please contact your WQPHN Coordinator if you require further support.)

Name of person responsible to monitor and maintain: _____

Primary Care Governance for Influenza Support

9. RACF Management and Support

Influenza Outbreaks:

- Acute Respiratory Illness (Potential COVID or Influenza) pathway: [Acute respiratory illness \(potential COVID-19 or influenza pathway\) | Queensland Health](#)
- [Department of Health | Guidelines for the Prevention, Control and Public Health Management of Influenza Outbreaks in Residential Care Facilities in Australia](#)
- Institutional Respiratory Outbreak Summary (Influenza: Residential, Educational, Childcare or other) : [Institutional Influenza Outbreak Summary Form \(health.qld.gov.au\)](#)

Treatment of Influenza:

- [Aged Care Treatment for Influenza | Australian Government Department of Health](#)
- [Use of Tamiflu in residential aged care | Australian Government Department of Health](#)

Infrastructure for URTI/LRTI symptomatic Patients

10. Review areas of your practice to enforce physical distancing and infection control. For example:
- Ensure chairs in the waiting room and consultation rooms are 1.5m away from each other, remove excess chairs or place elsewhere in the practice
 - Use coloured tape to demarcate protected areas in consultation rooms and at the reception desk
 - Consider installing transparent “sneeze guards” at the reception desk and consultation rooms
 - Ensure masks, tissues, hand sanitisers, waste bins are available for staff and patients
 - Consider utilising protected outdoor areas as waiting spaces
 - Have concise visual signs outside entrance and inside at reception, waiting room and consult rooms
 - **RACGP Patient Alert Posters** - [RACGP - Patient Alert Posters](#)
- Name of person responsible to monitor and maintain: ____

Influenza Digital Health

11. Ensure Practice systems are up to date:
- Contact your software vendor or IT support company for latest updates to your Clinical software. Ask about their Influenza readiness and contingences e.g. staff shortages, emergency support
 - Talk to your IT support company about your security software and firewalls
 - Ensure relevant pathology favourites have been included in software
 - Consider uploading Public health notification form into Clinical database
 - Create auto text in software for consistent management approach
 - Update your practice website with appropriate messaging
 - Ensure patient demographic data is current for communication and telehealth

Name of person responsible to complete work: _____

Date for updates to be completed by: _____

12. Promote use of HealthPathways amongst Doctors and Nurses in your practice.
- Access [HealthPathways site](#) or contact your WQPHN Coordinator
 - Access [Influenza - Community HealthPathways Western Queensland](#)
 - Add a quick-access icon to Doctor’s computer desktop
 - Distribute login details to all practice staff
 - Western Queensland Health Pathways Introduction video: [WQ HealthPathways Intro Guide on Vimeo](#)

Name of person responsible to monitor and maintain: _____

13. Ensure Telehealth (video and telephone consultations) can be implemented, and INFLUENZA Telehealth MBS Item numbers can be claimed:

(Currently no changes to MBS Items regarding Influenza in 2022)

- Install Videoconferencing software or apply Videocall platform
- Deliver Telehealth training as needed or find online training for Practice Staff e.g. Motivational Interviewing
- Ensure MBS item numbers are in practice software
- Ensure booking policy is updated to reflect changes
- Have a documented process for telehealth and phone consultations to give to patients
- What protocol will you use to positively promote telehealth patients?

ACRRM and RACGP have a valuable Digital Health Resources:

- ✓ [Digital Health \(acrrm.org.au\)](https://www.acrrm.org.au)
- ✓ <https://www.racgp.org.au/running-a-practice/technology/clinical-technology/telehealth/telehealth-video-consultationsguide>

Name of person responsible for set up and maintenance:

14. Ensure all your doctors have access to external patient information platforms

- Q Viewer for viewing Queensland Health patient information:
<https://www.health.qld.gov.au/clinicalpractice/database-tools/health-provider-portal/gps-resources/hpp-login>
- My Health Record: <https://www.myhealthrecord.gov.au/>

Name of person responsible for set up and maintenance: _____

15. Consider staff remote working access

- How will people who work remotely access your practices clinical software?
- How will printing occur, and how will printed materials be distributed?
- How will members of the practice communicate with each other?
- How will billing occur?
- Do you require additional resources?
- Consider the security implications of opening remote access to your system and have a plan with your IT support.
- Remind those working from home of their privacy responsibilities, and ensure sensitive materials are disposed of appropriately.

Name of person responsible for set up and maintenance:

INFLUENZA Team Based Care

16. Review your emergency response plan and discuss roles and responsibilities with your team.

List specific emergency response roles for your practice: _____

17. Develop a practice procedure for follow-up care of confirmed INFLUENZA cases (internally and externally as needed).

Name of person responsible for development and distribution:

INFLUENZA Cultural Competency

18. Ensure that interpreter and sign language services can still be incorporated into Telehealth (video and telephone consultations) if required.

How is this information accessed?

Name and contact of preferred interpreter and sign language services providers:

19. Ensure information is available for patients on INFLUENZA prevention and self-management

What resources will your practice distribute?

How is this information accessed?

Name of person responsible for distribution:

20. Identify and be aware of cultural, social, and emotional wellbeing areas for concern in your practice What resources are available in your practice: _

How will your practice identify patients in this group?

Name of person responsible: _____

INFLUENZA Resources

Western Queensland Community information: [Western Queensland Primary Health Network | Influenza Community \(wqphn.com.au\)](#)

RACGP Patient Alert Posters - [RACGP - Patient Alert Posters](#)

QLD Health FLU prevention Resources and Campaign material: [Flu prevention resources | Qld Health](#)

Department of Health Influenza Resources: [Resources | DOH](#)

Health Direct Influenza Resources [Flu \(influenza\) | healthdirect](#)

NCIRS Influenza Webinars and Information Videos for Clinicians [05/04/2022: Managing seasonal respiratory viruses: Flu and SARS-CoV-2 Winter 2022 | NCIRS](#)

Health Direct Influenza A Resources: [Influenza A - symptoms, types, treatment and prevention | healthdirect](#)

24/7 Telephone - 13 HEALTH (13 43 25 84)

Additional Help and assistance for your practice:

Talk to your WQPHN Practice Capability and Innovation Coordinator for any assistance.