

General Practice During 2020 COVID-19 Pandemic



Dr Fiona Bisshop
Holdsworth House Brisbane



EARLY EMERGENT RESPONSE

Waiting room modifications

Car park as a waiting room extension

TRIAGING ALL PATIENTS - Screening questions when booking and on arrival

Designated isolation room for suspect cases that turn up

Nurse checking temp of all staff daily

PPE



IMPACT ON PATIENTS

Fear factor

- Is it safe to go to the dr?
- fear of medication shortages
- > hoarding

Postponing non-acute visits such as

- check-ups
- follow-ups
- vaccinations
- new “minor” symptoms

Financial

- loss of income
- not filling scripts

Mental Health

- isolation effects
- anxiety/depression
- suicidality
- domestic violence risk

TELEHEALTH

- Phone or video?
- How to bill?
- Item numbers
- More item numbers
- Even more item numbers



TELEHEALTH



- Increased administrative demands
- Is this safe medicine?
- Financial impact
- Practice closures
- Some doctors stopped working

DON'T
HANG UP ON
TELEHEALTH

RETAIN MBS REBATES. KEEP PATIENTS CONNECTED

#gpsmakethedifference



大波瀾
神奈川沖浪裏



The Great Wave off Kanagawa















