

What to do if a resident presents with symptoms of COVID19

Step 1: Contact the Public Health Agency (PHA) Duty Room on the following number:
Telephone: 0300 555 0114 or 0300 555 0119

Information Required:

- ✓ Name of Resident
- ✓ Date of Birth
- ✓ Health & Care Number
- ✓ Presenting Symptoms

Contact relevant GP to advise:

- ✓ Resident's presenting symptoms.
- ✓ PHA Duty Room advice

Step 2: If PHA request swab to be taken please contact the following:

Monday – Friday 9am-5pm: Assigned WHSCT Care Home Support Team

Out of Hours: On call PCOP Manager

- Altnagelvin Switch board 028 71345171
- SWAH Switch board 028 6638 2000

(Please advise if assistance is required to obtain swab)

Step 3: Obtain swab from Resident as per guidance

Step 4: Western Trust Care Home Testing

- Ncov Virology Request Form (as issued) must be completed to accompany the resident's swab. This **MUST** include:
 - ✓ Resident's name
 - ✓ Resident's date of birth
 - ✓ Resident's Health and Care Number
 - ✓ Name of facility
 - ✓ Lab Centre Source: WNHR/COVID
 - ✓ Lab Centre Care Home Code – individual code for each facility

**** please note all writing must legible and contain NO abbreviations**

Step 5: Appropriately label and bag sample.

Step 6: Sample to be sent to usual 'Sample Collection' point.

- **Monday – Friday** - local Health Centre
- **Out of Hours/ Weekends/Bank Holidays** - sample to be taken directly to reception at Altnagelvin/SWAH Lab. **Reception staff available:**

Altnagelvin - Monday-Friday 9.00am to 6.30pm. Saturday, Sunday and Bank Holidays 9.00am to 4.00pm

SWAH - Monday to Friday 9.00am to 6.30pm. Saturday, Sunday and Bank Holidays 9.00am to 12.30pm

Step 7: PHA Duty Officer will check NIECR to confirm if result positive or negative and advise what further action to be taken.

Step 8: If PHA Duty Officer advises all residents require swabbing - follow all Resident Swabbing Pathway.

Step 9: Care Home Manager to contact GP to advise of results and guidance from PHA Duty Officer.