

Tool helps navigate patients through points of care at right time, in right order

NEWS

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Elgin County, ON – Local primary care, public health and hospitals have teamed up to launch the [COVID19 Population Health Navigator](#) to help physicians and nurse practitioners navigate patients in Elgin County through the important points of care in the right order and in the fastest time: the Ministry’s [self-assessment tool](#), [TeleHealth](#), doctors’ offices, assessment centres and local hospitals.

“The primary objective is to reduce the volume of unnecessary visits to primary care offices, assessment centres and emergency departments,” said Dr. Kellie Scott. “We invite local residents and primary care providers to use this online tool now, which will improve care, reduce pressure on the healthcare system and provide public health with the insights needed to reduce the spread of COVID-19.”

This easy-to-use digital tool will connect primary care providers with the people who need their help the most and help them follow the right processes and guidance based on their patient’s unique circumstances. The tool also tracks patient flow and collects important public health data about trends in real time. Note that patients will see their primary care provider or another primary care provider if they do not have one.

“We are taking every step we can to ensure the Navigator is easy for primary care providers to adopt and implement for the benefit of their patients and staff,” comments Dr. Kellie Scott. “We will provide hands-on training and other tools covering everything primary care providers need to know.”

“It is tremendous to see the leadership in the community and across all sectors to launch an initiative so quickly that will help us actively manage the COVID-19 pandemic by supporting patients and primary care providers,” said Bruce Lauckner, Transitional Regional Lead (West), Ontario Health.

Ontario Health is supporting the implementation of this tool across western Ontario.

Partnering for Quality, a primary care support team within Ontario Health (West), will triage all support requests, ensuring primary care providers are comfortable using the technology.

Primary care providers can reach out for the following specific information:

- Registration and General Information: joincovid19@lhfho.com
- Support: info@partneringforquality.ca

Residents with COVID-19 health concerns are invited to start navigating their way through the local health care system by clicking here: www.covid19checkup.ca

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For more information:

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