

March 30, 2020

Dear Colleagues,

Please read the following important information outlining specific instructions and algorithms on how to manage and where to send your confirmed COVID-19 positive patients.

As well, effective Tuesday March 31st, Mayfair has also made further accommodations for your most vulnerable patients at four of our clinics. Please see the document titled: Changes in Services for COVID-19 Vulnerable Patients.

### **X-ray Services for COVID-19 Positive Patients**

Effective March 30, 2020, Mayfair Diagnostics has implemented specific arrangements for patients who have a COVID-19 positive diagnosis and who referrers determine require X-ray services **for other medical conditions**.

- Mayfair Diagnostics South Calgary Health clinic is the **only** location that will provide X-ray services for these patients.
- COVID-19 positive patients requiring X-ray services for other medical conditions will no longer be seen at any of our other clinics in Calgary. Should a patient attend one of our other locations, they will be directed to South Calgary Health.
- To assist in us in our efforts, we request you **clearly** indicate COVID-19 positive status on the requisition. We also appreciate you directing your patient(s) directly to South Calgary Health.
- Please instruct your patient(s) to alert our clinic staff that they have a positive COVID-19 diagnosis by calling **403-873-2336** upon arrival but prior to entering the clinic
- If feasible, provide your patient with a surgical mask and direct them to wear it prior to entering our clinic.

Although not an absolute pre-requisite for X-ray referral, a low threshold for subspecialty involvement is strongly recommended to assist with triage decisions that contemplate patient disposition or contravene self-isolation protocols. AHS resources are available to facilitate patient transfers and obtain specialist consultation via calling RAAPID and Specialist Link. We have also attached a guide with further recommendations and information on how best to proceed when you have a COVID-19 positive patient.

**South Calgary Health Contact Information:** 105, 31 Sunpark Plaza SE, T2X 3W5.

**Hours:** Monday-Sunday, 07.30am-11pm.

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## **COVID-19 POSITIVE PATIENT DIAGNOSTIC IMAGING ALGORITHM**

For use with a patient confirmed positive for COVID-19 who needs diagnostic imaging for another underlying condition.

**Step 1** – Consult Healthlink 811. If unable to get through to 811, contact: phc@ahs.ca (for non-urgent questions).

**Step 2** – Once COVID-19 laboratory has confirmed a positive test for your patient with an unrelated condition:

- Primary care – Virtual consult/telephone consult is the first step. Advice is available through RAAPID on 403-944-4486 and Specialist Link on 403-910-2551.
- For nonurgent/nonemergent issues – **If it can wait, it should wait.**
- Urgent matter – Stable patient, but DI/lab will alter management, options include:
  - EMS Mobile Integrated Healthcare Program – Community paramedic visit.
  - Office visit – Use PPE.
  - If diagnostic imaging is required in the community:
    - Mayfair Diagnostics provides imaging (X-ray only) of COVID-19-positive patients at our South Calgary Health location.
    - Phone clinic in advance to alert them that the patient has a COVID-19 diagnosis at 403-873-2336.
    - Please instruct the patient to notify the clinic by phone when they have arrived to identify themselves prior to entering the clinic.
    - Clearly indicate COVID-19 positive status on the requisition.
    - If feasible, provide your patient with a surgical mask and direct them to wear it.
- Emergent matters – e.g., surgical indication or unstable patient:
  - Referral to AHS facility.
  - Patients sent to AHS hospital sites only if specialist care and/or admission is required.
  - Contact RAAPID (refer to phone number on page 2) for assistance with patient triage.
    - EMS activation
    - Emergency department admittance
    - Direct admittance

### **Confirmed COVID19 cases – worsening disease status:**

- Specialist consultation – internal medicine, respiratory medicine, and infectious disease
- Disease progression may be rapid especially in elderly patients and those with pre-existing medical conditions
- Respiratory distress or hypoxia is primary reason for escalation

### **Role of diagnostic imaging for COVID-19:**

- Chest X-ray and chest CT are not for diagnosis of COVID-19 and cannot be used to exclude COVID-19 infection
- CT is used only in the hospital setting to look for complications
- Chest X-rays are not routinely used for patient triage at this time

### Summary:

- Diagnostic imaging of COVID-19 positive patients can be performed in the community as long as certain pre-requisite conditions are met.
- **If imaging can wait, it should wait.**
  - Ask yourself: how will this diagnostic imaging study change patient management?
- Consider consultation with Respiratory Medicine or Infectious Disease Specialists for advice on how to manage and triage patients with worsening respiratory status.
  - Consider using AHS Regional On-Call Directory.
- Is patient unstable (hypoxia or respiratory distress) or requiring a hospital admission?
  - If YES → refer to AHS using the pathway above; do not delay or increase exposure by work-up in the community.

Guidelines are subject to change with the rapidly evolving pandemic.

### Regularly check these online resources for primary care specific information for health professionals:

- AHS Information for Primary Care Providers novel coronavirus (COVID-19)
  - <https://www.albertahealthservices.ca/topics/Page16956.aspx>
- Information for AHS Staff & Health Professionals novel coronavirus (COVID-19)
  - <https://www.albertahealthservices.ca/topics/Page16947.aspx>
- EMS Mobile Integrated Healthcare Program (Community Paramedicine)
  - <https://www.albertahealthservices.ca/ems/Page16487.aspx>
  - Toll free: 1-855-491-5868
  - Fax: 403-776-3835
  - Email: ATRSouth@ahs.ca
- RAAPID South (Referral, Access, Advice, Placement, Information & Destination)
  - <https://www.albertahealthservices.ca/info/Page13345.aspx>
  - Tel: 403-944-4486
  - Toll free: 1-800-661-1700
  - Email: raapid@ahs.ca
- Specialist Link (Monday to Friday, 8 a.m. to 5 p.m., excluding statutory holidays. Call-back within one hour)
  - [specialistlink.ca](http://specialistlink.ca)
  - Tel: 403-910-2551
  - Toll free: 1-844-962-5456

### Changes in Services for COVID-19 Vulnerable Patients

Effective Tuesday, March 31, 2020, to enable COVID-19 vulnerable patients to access our services at each of our at our Market Mall, Mayfair Place, Castleridge and Sunpark clinics. These changes are specifically focused on the subset of patients who still require imaging to be performed but that will allow them to receive services during a period where they can feel more confident that we are doing all that we can to help protect them.

This service is available for patients\*:

- Age 70 or greater.
- Patients, regardless of age, with at least one of the following:
  - a) Hypertension
  - b) Diabetes
  - c) Cardiovascular Disease (ischemic heart disease, angina, heart attack, stroke, atrial fibrillation, cardiac stent, heart bypass)
  - d) Chronic respiratory disease (asthma, COPD, pulmonary fibrosis, cystic fibrosis)
  - e) Active cancer
  - f) Chronic kidney disease (renal failure or dialysis)
  - g) Chronic liver disease
  - h) Immunocompromised (active chemotherapy, active radiation therapy, long term steroid therapy, and immunosuppressive drugs/biologics for conditions such as: post-transplant, erosive arthritis/psoriasis, inflammatory bowel disease)

Our services will be available to these patients:

- 07.30 a.m.-09.00 a.m. Monday to Friday at our Mayfair Place, Castleridge and Sunpark clinics
- 08.00 a.m.-09.30 a.m. Monday to Friday at our Market Mall clinic

During these designated hours:

- Our clinics will only accept vulnerable patients with no symptoms or exposure risk to COVID-19
- Our clinics will only perform walk-in X-rays for vulnerable patients. Walk-in X-ray for all other patients will be closed
- There is no need for vulnerable patients to book X-ray appointments. They will be screened at reception
- We will not be accepting non-vulnerable patients who have any risk factors associated with COVID-19

If a vulnerable patient cannot attend their appointment during the designated timeframe, we will still be able to accommodate the patient with an appointment or for a walk in X-ray at another time during clinic hours. Vulnerable patients are at no time limited to be seen during the hours we have specifically designated above. Our precaution protocols will ensure they are safely imaged at our clinics during operating hours.

Our Customer Contact Centre at will also be screening patients at the time of booking. Priority will be given to our vulnerable patient population for appointments during the designated times above.

If you have any questions, please email [BD@radiology.ca](mailto:BD@radiology.ca)

Sincerely,

The Partners and Staff of Mayfair Diagnostics

*\*Please note that this list is subject to change*

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