

GOVERNMENT OF NEW BRUNSWICK UPDATE
Bulletin #7c: Memo on Extra Mural Program from March 20
Distributed: March 21, 2020

Dear health care partner,

As with all health care services, the Extra-Mural Program will face challenges – including anticipated shortages of staff and unexpected impediments to routine processes -- in the provision of care to our patients in the community during the COVID-19 pandemic.

The Extra-Mural Program has developed a business continuity plan that will help us to continue to offer excellent care to our patients, while reducing as much as possible close contact to ensure safety for both patients and staff. We will be prioritizing care and will ensure that referrals to our program are aligned with our mandate in offering care to those patients who must receive it in their home or residential setting.

We have established a practice of screening our patients prior to every visit to identify COVID-19 exposure risks. We are collecting samples for COVID-19 for the EMP patients who meet the COVID-19 testing criteria. We are also testing people who are not our patients but can't access the established COVID-19 RHA assessment centres due to mobility issue or other challenging circumstances

We will prioritize new referrals to admit those who absolutely need care in their home, allowing us to continue to fulfill our mandate to keep our patients out of hospitals, if at all possible. For that reason, we will potentially contact you to discuss and redirect referrals for patients who could access their care in other more appropriate settings. Our aim is to optimize our resources so that we can also care for the patients who are at greatest risk when exposed to COVID-19.

We may also provide our patients and/or their caregivers with written information and teaching packages to allow them to be an active participant in the self-care and management of their condition during this time. We will continue to monitor their progress regularly by phone and/or visit and will establish a robust monitoring process both virtual and in person to ensure optimal care and support for our patients.

Please don't hesitate to contact me if you have any questions or concerns as we work collaboratively to offer the best care to patients during this unique situation.

Sincerely,

Ginette Pellerin, R.D.

V.P. Operations Extra-Mural Program/ Vice présidente des operation du programme
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