

# Covid: New scenery for Primary Care Teams

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## Context

Can Bou Primary Care Team (PCT) cares for 32.000 citizens and Castelldefels Primary Care Emergency Unit for around 160.000. Since COVID outbreak in March, call center or register on line were blocked. From June on, every phone call to PCT is attended by health clerks and referred when needed to nurses, doctors or social worker, who decides whether the situation is to be evaluated face to face or virtual. This strategy causes nevertheless two main problems:

- Care for COVID cases, contacts and follow up makes **difficult maintaining usual care** for acute situations or chronic patients.
- Risk of contagion during care **reduces accessibility** to PCT having limited considerably face to face visits.

## Methods

We compare June to September activity between 2019 and 2020 for PCT and Emergency Unit

PCT	Home care	Virtual	Face-to-face
<i>June-Sept'19-20</i>			
Health clerks unit	2019: 0	2019: 0	2019: 0
	2020: 0	2020: 4.326	2020: 0
Social Worker	2019: 40	2019: 902	2019: 285
	2020: 51	2020: 1.553	2020: 113
Nurses	2019: 989	2019: 1.623	2019: 10.506
	2020: 908	2020: 9.901	2020: 5.360
Family doctors	2019: 276	2019: 8.537	2019: 13.495
	2020: 107	2020: 21.163	2020: 4.744
Pediatric nurses	2019: 0	2019: 391	2019: 5.220
	2020: 0	2020: 5.828	2020: 2.340
Pediatricians	2019: 0	2019: 180	2019: 690
	2020: 0	2020: 20	2020: 2
Non-midriatic retinography	2019: 0	2019: 0	2019: 2.683
	2020: 0	2020: 0	2020: 303

**Health clerks role** is highly relevant both for patients and PCT organization, receiving huge amount of population needs.

**Phone calls alone attended by doctors and nurses are far higher** than the total amount of given care in the same period previous year. Situation creates not just a shift from face-to-face to virtual but a huge increase. In this situation phone calls don't solve patients' needs completely.

Emergency Unit	Day (8 a 19h)		Night (20 a 7h)	
	2019	2020	2019	2020
<i>June - Sept</i>				
Mon-Fri	3.918	7.253	4.558	2.827
Saturday	2.901	2.244	973	649
Sunday	2.817	2.076	1.097	661
<b>TOTAL</b>	<b>9.636</b>	<b>11.573</b>	<b>6.628</b>	<b>4.137</b>

June	Day (8 a 19h)		Night (20 a 7h)	
	2019	2020	2019	2020
Mon-Fri	990	1.234	1.100	606

July	Day (8 a 19h)		Night (20 a 7h)	
	2019	2020	2019	2020
Mon-Fri	997	1.847	1.342	817

August	Day (8 a 19h)		Night (20 a 7h)	
	2019	2020	2019	2020
Mon-Fri	1.098	1.899	1.138	727

September	Day (8 a 19h)		Night (20 a 7h)	
	2019	2020	2019	2020
Mon-Fri	833	2.273	978	677

Cases in Emergency Unit increase mainly during working days' time

## Discussion

Despite COVID pandemics opening face-to-face consultation in PCT is basic for proper care to population.