

Decision-making tree for level 3 & 4 face-to face contact

Should I provide occupational therapy/whakaora ngangahau?

Is the situation life threatening?
Are basic necessities of life inaccessible or unsafe to carry out?
Will there be permanent or serious long term deterioration of health?

Yes

No

Are there other health providers better able to meet the need?

- Arrange telehealth
- Refer to another service if required

No

Yes

- Am I the best placed and have the competence to provide the service?
- Have I informed my employer/ is this part of the service provided by my organisation?
- Do I know how to keep the person and myself safe from infection?

Liaise, collaborate and provide ongoing advice to health provider and person/whānau involved

Yes

No

Plan face to face contact after review and planning using these MoH guidelines:

- [Personal protective equipment use in healthcare](#)
- [Safely donning and doffing PPE](#)
- [Risk assessment for alert level 3](#)
- [Case definition and guidance for COVID-19](#)
- [Meeting commitments to Te Tiriti o Waitangi \(p.10\)](#)
- [Supporting health and wellbeing of priority populations \(p. 11-12\)](#)

- Refer to another health practitioner
- Ensure follow up is carried out
- Arrange and carry out telehealth
- Maintain communication with service user and whānau throughout

After face to face visit:

- Follow infection control protocols immediately
- Document time, date, equipment used and who was present in a personally held register of face-to-face contacts
- Maintain communication with person/whānau for at least 14 days to ensure any development of Covid 19 symptoms that could relate to your visit are monitored