

ADAPTING TO CHANGE

The good and the bad of the pandemic

Melanie McMurtrie, John Mathews, Annmarie O'Connell, Meaghan
Osborne and Michael Mortenson

TIMELINE

15th Jan 2020

- First case in Vic and NSW, closely followed by other states

March 2020

- First death recorded in WA
- **5th March- First information for patients from MS-A: website information in response to patients calling regarding stopping medications**
- 11th March - WHO declares a pandemic
- **17th March – “Advice for Neurologists regarding COVID -19 outbreak and patients on therapy for MS and related conditions” : Aus & NZ Neurologists**

Mid March 2020

- NSW and Vic cancel major events
- Interstate borders close
- Federal govt bans non essential travel, gatherings and introduces social distancing rules.
- **Work restrictions on 20,000 student nurses are lifted**
- **Visitor restrictions in public hospitals – exceptions**
- Testing sites, assessment clinics implemented , COVID 19 emergency clinics
- International borders close
- **13th March- Temporary Telehealth Medicare numbers for COVID-19 : video or telephone granted until December 2021 : available for GP's, specialists and NP's**
- Panic buying starts

End March 2020

- Businesses close and stay at home orders proclaimed: **WFH**
- **Remote learning for schools**
- **Staff redeployment**
- **Pharmacies able to dispense ongoing medications without a script if unable to get to Dr**

April 2020

- No visitors to hospitals
- **Outpatient clinics move to telehealth**, elective surgery cancelled- **telehealth implemented in earnest**
- Clinical trial in person visits stopped at some sites
- **Pharmacies accepting digital images of prescriptions if sent directly to pharmacy**

- June 2020 - public patients/ surgery moved to private hospitals
- **January 2021- Vaccination guidance circulated from Aus & NZ Neurologists: “COVID-19 Vaccination guidance for persons with MS**
- February 2021- Vaccination roll out begins – varying drugs and boosters
- **September 2021- Telehealth Medicare numbers change: Telephone visits for existing patients only**
- **31 Dec 2021- Temporary Telehealth Medicare numbers ceased – back to usual telehealth numbers / reasons**
- **June 2022- faxing/ emailing prescriptions to pharmacies stopped**

WHAT CHANGES DID THIS BRING ?

Telehealth

Work from home

COVID monitoring

Cancelled clinics, no home visits, no clinical trial visits

Phone calls- COVID/ vaccination/ instead of consults

Quick uptake of changing information

Patient concern/ anxiety

Confusion- patient and nurses

Patients changing treatment centres

Missed patient assessments

Flexible workplaces / rostering staff

Phone assessment skills

Management of acute issues- MS related or psychological

Zoom / MS teams meetings and education

How did you change your work practices?

How did you adapt to these changes?

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Did the changes you made meet the
needs of your patients?

How did you manage patient issues?

What are you glad to be rid of ?

What didn't work well?

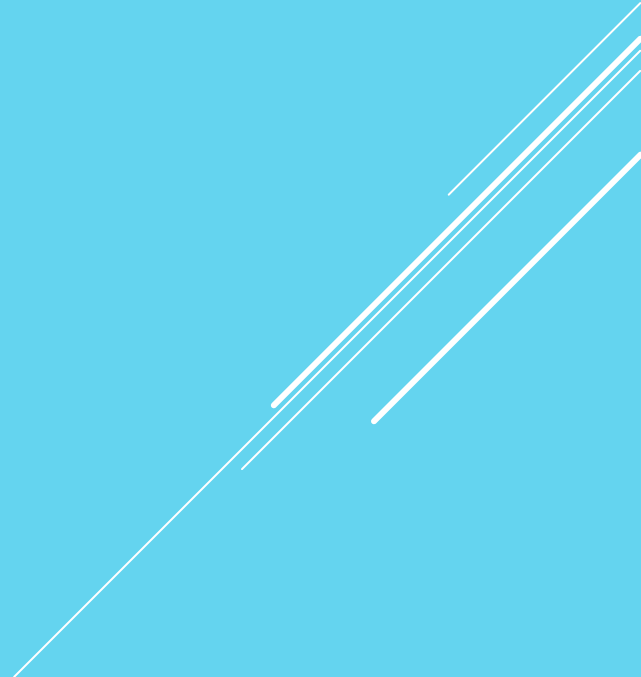
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What changes were good?

What will you keep?

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What have you learnt?



Intelligence is the ability
to adapt to change.

Stephen Hawking