Border Control Management System (BCMS) – Guide for the Southern District
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Ctrl and click on the section you want to read above.
Section 1: Overview of Process

- **Patient from Otago/Southland tests positive for Covid-19**
- **Public Health South contact patient, determining preferred virtual method of communication.**
- **Public Health South load patient into NCTS.**
- **Coordinator loads patient into WellSouth facility on BCMS.**
- **If patient is enrolled in a practice, coordinator contacts practice to ask if they wish to provide care.**

**Flowchart Details:**
- **Information pack emailed to patients, along with virtual assets if needed.**
- **Nurse contacts patient every other day.**
- **If deteriorate can move to daily consults.**
- **Patient discharged after 14 days.**
- **Care Level 1 consult with GP/NP and patient. GP/NP determine Care Level.**
- **Care Level 2 consults patient every day.**
- **If patient deteriorates, Patient transferred to hospital.**
- **Patient calls rostered on-call clinician.**
- **Information pack and Pulse oximeter sent to Care Level 2 patients.**
- **Multi-disciplinary team daily virtual ward round using BCMS and Teams.**
Section 2: BCMS – Logging In & Overview

Logging in for the first time

You should receive an email from border_apps_support@health.govt.nz to access BCMS for the first time. The email will look like the below.

Follow the instructions in the email to access BCMS for the first time, changing your password as requested.

If you have not received this email please contact border_apps_support@health.govt.nz.

It is a good idea to save the webpage https://coviduat.indici.nz/ into your bookmarks on Google Chrome.
Logging In subsequently

Open the webpage https://coviduat.indici.nz/ - this should be saved in your bookmarks.

1 – Enter username – firstname.lastname

2 – Enter password

3 – Click Login
### Guest Dashboard Explained

Upon logging in you will see the Guest Dashboard.

The Guest Dashboard is all active cases in the district under the WellSouth facility.

1. **Summary of guest information** – you can click on a patient's name to get more information
2. Sort by name, location, age, acuity rating etc
3. Search and filter to find patients

#### Guest Dashboard Table

<table>
<thead>
<tr>
<th>Room</th>
<th>Guest Name &amp; Flags</th>
<th>Day</th>
<th>Test</th>
<th>Assessment &amp; ACT</th>
<th>Whiteboard Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>W - 1 Test road</td>
<td>Michael Test</td>
<td>13</td>
<td>Test Overdue</td>
<td>Reg. HCx</td>
<td>Test whiteboard note</td>
</tr>
<tr>
<td>W - 1 Test road</td>
<td>Blair Test</td>
<td>13</td>
<td>Test Overdue</td>
<td>Reg. HCx</td>
<td>New whiteboard note 30.09.21 15…</td>
</tr>
</tbody>
</table>

1. Room location can be ignored, **except for the colour on the left-hand side.** This will be explained further below
2. Patient name, gender, age
3. Flags (shown below) and days since they were loaded into the system (used as a proxy for days since positive test).
4. Test refers to covid-19 testing, please ignore.
5. Assessment & ACT highlights which assessment is required. Primary care performs two assessments – an Initial Assessment and Follow-Up Assessment.

6. Acuity rating indicates the acuity of the patient. Context for each acuity rating can be found in Section 11.

7. Tasks (coloured dots) and whiteboard notes can be viewed here.

1. The blue line indicates that this patient is Covid Care 2, and therefore requires a daily assessment. Details below on how to add this.

**Patients without a blue line are Covid Care 1.**

2. When the patients name is coloured green, it means their NHI has been verified. If a patient has not had their NHI verified you can still proceed with assessment. The BCMS coordinator should verify all NHIs.

**Guest Icons:**

- Clinical flag
- Welfare needs
- Allergies
- Language Spoken
- Special
- Community Check in
- High Risk
- Mobility needs
- Mental health needs
- Pregnant
- Mariners
- Aircrew
- More Icons
- Close Contact

Not all Guest Icons are relevant to primary care. Please use your clinical judgement when adding icons to patient overviews.
Sort, Search and Filter

Sort:
Used to sort guests in ascending or descending order.

Search:
Used to find a specific guest/group of guests. For example, you can sort guests by floor by typing the first one or two digits of a room number. Each field used will narrow down the result.

Filter:
Used to further search for specific guests/group of guests. For example, to list all guests who need a translator, click ‘yes’ next to Translator. Each filter used will narrow down the result.
1. Summary: Summary of vitals and notes.
2. Contact information
3. Initial assessment
4. Daily or every other day health check
5. Used for clinical requests and flag management
6. Viewing and requesting tasks
7. Not relevant
8. Not relevant
9. Not relevant
Section 3 – Identifying your patient list for the day

You will be assigned as GP1 or GP2 for the day. Patients will also be assigned to GP1 or GP2. To find your patient list:

Navigate to the Guest Dashboard:

Navigate to search & filter

Under “Spec Reason” type in GP1 or GP2 – you can obtain if you are GP1 or GP2 from the roster.

This will filter to your allocated patients.

Once you have identified the correct patient click on their name to progress.
Section 4: Initial Assessment

- Navigate to patient requiring initial consult
- Contact patient (check whiteboard notes for preferred method)
- Carry out initial consult part A (Initial HCx)
- Carry out initial consult Part B (Reg. HCx)

Based on your assessment, determine if patient is Covid Care Level 1 or Level 2

- Patient contacted every other day for Reg. HCx
- Note Covid Care Level of Patient in Whiteboard Notes
- Patient contacted every day for Reg. HCx
- Administrator sends Pulse Oximeter to L2 patients

If patient deteriorates can move to Level 2
Obtain patient contact information

When you click on the patient’s name you will access “Guest Information”.

The preferred method of virtual communication should be noted in the Whiteboard Notes

We can see the preferred virtual method of communication is via WhatsApp Video.

On the bottom right hand side of the screen, navigate to Page 3.

Page 3 of Guest Information shows the contact number of the patient.
Now you have contact number and preferred method of communication you can contact patient.

Click on initial assessment.
Initial Assessment Part A – Initial HCx

The initial assessment has 5 pages to work through, however nothing is a mandatory field.

Once you have worked through the initial assessment, hit complete (available on page 5).

This will save your progress.
Once the initial assessment is complete, click Reg. Health Check (left hand side of screen), which is Part B of the Initial Assessment.

Face to face is signs of Covid-19.

Telephone is symptoms of Covid-19

Work through all sections (1-5) of the reg. Health Check
On Page 3 of 5, you should determine the acuity of the patient from 1 – 6, based off the guidance in Section 9.

This is important for prioritising discussion at the Virtual Ward round.

On Page 5, you should make any relevant notes, and click Complete when finished.
Noting Covid Care Level of Patient & Summary

When you click complete, the below pop-up appears.

<table>
<thead>
<tr>
<th>Lorva Fire</th>
<th>Flags For Active Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isolated to room</td>
<td>Yes  No</td>
</tr>
<tr>
<td>Quarantine to room</td>
<td>Yes  No</td>
</tr>
<tr>
<td>Blue Band</td>
<td>Yes  No</td>
</tr>
</tbody>
</table>

If you have assessed the patient and determined that they meet the **Covid Care 2 criteria and need daily contact**, click **Yes for blue band**.

This will add a blue line to the patient name – an indicator that the patient is Covid Care 2.

If patient is Covid Care 1 – keep blue band at No.

When finished, click Save to bring you to the summary page.
The summary page:

- Displays vitals and symptoms over time.
- Data can be displayed in graph format by clicking on any of the days at the top.
- Timeline of whiteboard notes can also be accessed here. Always remember to add in the preferred method of communication if you are editing the whiteboard notes.
Section 4: Follow-up Assessment (Reg. HCx)

Find patient requiring a follow-up assessment (Reg. HCx).
Click on patient name.

Confirm preferred method of virtual consult and get contact information (page 3 of Guest Information).

Click on Reg. Health Check

Face to face is the signs of Covid-19.

Telephone is the symptoms of Covid-19

Work through all sections (1-5) of the reg.

Health Check
On Page 3 of 5, you should determine the acuity of the patient from 1 – 6, based off the guidance in Section 11.

This is important for prioritising discussion at the Virtual Ward round.

**Confirming Covid Care Level of Patient & Summary**

When you have worked through the assessment and clicked complete, the below pop-up appears.

**Lorva Fire  Flags For Active Management**

- **Isolated to room**: Yes  No
- **Quarantine to room**: Yes  No
- **Blue Band**: Yes  No

If during your assessment you have a patient who is currently Covid Care 1, but you feel would benefit from daily assessments, you can click Yes for blue band.

This will add a blue line to the patient name – an indicator that the patient is Covid Care 2.

If patient is Covid Care 1, and this is appropriate – ignore this screen.

If patient is already Covid Care 2 – ignore this screen.

When finished, click Save to bring you to the summary page.
### The summary page:

- Displays vitals and symptoms over time.
- Data can be displayed in graph format by clicking on any of the days at the top.
- Timeline of whiteboard notes can also be accessed here. Always remember to add in the preferred method of communication if you are editing the whiteboard notes.

<table>
<thead>
<tr>
<th>Note Timeline</th>
<th>D0</th>
<th>D1</th>
<th>D2</th>
<th>D3</th>
<th>D4</th>
<th>D5</th>
<th>D6</th>
<th>D7</th>
<th>D8</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Temperature</strong></td>
<td>37.40</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>38.30</td>
</tr>
<tr>
<td>Cough</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Runny nose</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sore throat</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shortness of breath</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss of smell / taste</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Headache / Confusion / Irritability</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muscle / Joint Pain</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nausea / Vomiting / Diarrhoea</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mood</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
</tr>
</tbody>
</table>
Section 6 – Task - pulse oximeter is required (Covid Care Level 2 patients only)

Once initial assessment is completed, and you have determined patient should be Covid Care 2, immediately create a task to send a pulse oximeter.

Click on patient name, navigate to Tasks on the left hand side.

**Complete as shown below.**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Send Pulse Oximeter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>08/10/2021 13:16</td>
</tr>
<tr>
<td>End Date</td>
<td>09/10/2021 13:20</td>
</tr>
<tr>
<td>Status</td>
<td>Active</td>
</tr>
<tr>
<td>Assigned to</td>
<td>MIQF Team</td>
</tr>
<tr>
<td>Priority</td>
<td>High</td>
</tr>
<tr>
<td>Type</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

1 – Make Subject “Send Pulse Oximeter”
2 – Click NOW for start date.
3 – Select the day after for End Date
4 - Set status as Active

5 – This field cannot be changed currently, ignore.

6 – Select High priority.

7 – Put Administrative as Type.

This will alert the administrator to send the pulse oximiter to this patient.
Section 7 – Welfare Needs
Clinicians may identify welfare needs during the initial or follow-up assessments.

**Note welfare need**


<table>
<thead>
<tr>
<th>Base Welfare</th>
<th>Border Guest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you require any welfare assistance?</td>
<td>Yes</td>
</tr>
<tr>
<td>What welfare assistance do you require</td>
<td>Food</td>
</tr>
</tbody>
</table>

You can choose from the drop down what is the most appropriate e.g. Food/Medical Needs/Cultural
Multiple options can be selected.

This creates a tag for these patients so you can check that this welfare need has been met in next assessment.

**On Page 5 of the Reg. HealthCheck tab, under Health Check Note, detail what welfare assistance is required.**

<table>
<thead>
<tr>
<th>Summary</th>
<th>Regular Health Check Note</th>
<th>Border Guest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regular Health Check</td>
<td>Patient requires a food delivery, including food for a young child of 6 years old. Ideally enough food to last for the next 7 days for one adult and one child.</td>
<td></td>
</tr>
</tbody>
</table>

This will allow the coordinator to pass useful information on to the Welfare team.
**Task – Welfare needs**

Click on patient name, navigate to Tasks on the left hand side.

Complete as shown below.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Welfare - Food</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>18/10/2021 15:40</td>
</tr>
<tr>
<td>End Date</td>
<td>20/10/2021 15:40</td>
</tr>
<tr>
<td>Status</td>
<td>Active</td>
</tr>
<tr>
<td>Assigned to</td>
<td>MIQF Team</td>
</tr>
<tr>
<td>Priority</td>
<td>High</td>
</tr>
<tr>
<td>Type</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

1 – Make Subject “Welfare - X”
2 – Click NOW for start date.
3 – Select an appropriate end date.
4 - Set status as Active.
5 – This field cannot be changed currently, ignore.
6 – Select High priority.
7 – Put Administrative as Type.

This will alert the administrator to notify welfare teams that this patient requires welfare assistance.
Section 8 – Twice Daily Observations

If you feel a patient needs further observation you can add a task for this patient to have Twice Daily Observations.

Locate the patient, click on their name, and click Tasks on the left hand side of the screen.

1 – Click Type and select “BCMS Twice daily obs” from the drop down list. This will automatically complete the rest of the fields.

2 – Consider how long you think the patient should be under twice daily obs and change the end date accordingly.

Click Add Task when done.

An orange dot will appear under whiteboard notes beside the patients name. This notifies clinicians that this patient requires twice daily obs.
You can also search by Task function as shown below to identify patients requiring Twice daily obs.

Once the first observations of the day have been taken, click on the patient name and click whiteboard note to add this as note.

N.B It is important to add any existing information into the Notes that is required daily e.g. preferred method of virtual communication.

When the second daily observations are complete this should be updated to say Obs #2 14/10/21 complete.
Section 9 – Discharge Summary

When patient is ready to be discharged, in agreement with Public Health South, you can send a discharge summary to the patient’s general practice.

Locate the patient, click on their name and find Clinical Encounter on the left hand side of the screen.

Navigate to discharge summary and click email to GP Practice.

This will email the discharge summary to the patient’s practice.
You can also send a note to the patient's practice at any time during the course of their care.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Clinical Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Information</td>
<td>Flags For Active Mgmt.</td>
</tr>
<tr>
<td>Initial Assessment</td>
<td>ESR Eclair</td>
</tr>
<tr>
<td>Reg. Health Check</td>
<td>Patient Referral</td>
</tr>
<tr>
<td><strong>Clinical Encounter</strong></td>
<td>Internal GP Referral</td>
</tr>
<tr>
<td>Tasks</td>
<td>Internal Mental Health &amp; Addictions Referral</td>
</tr>
<tr>
<td>Inbox (Labs+)</td>
<td></td>
</tr>
<tr>
<td>COVID Test Order</td>
<td></td>
</tr>
</tbody>
</table>

This function allows you to add a clinical note and email directly to GP inbox of patient.
Section 10 – Flags for Active Management

There are certain conditions which can be flagged on a patient. This creates the icons beside the patient’s name. The most relevant flags are queried during an assessment. However, if you want to add a flag outside of an assessment you should click on the patients name, clinical encounter, and flags for active management, as shown below.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Clinical Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Information</td>
<td>Flags For Active Mgmt. 2</td>
</tr>
<tr>
<td>Initial Assessment</td>
<td>ESR Eclair</td>
</tr>
<tr>
<td>Reg. Health Check</td>
<td>Patient Referral</td>
</tr>
<tr>
<td>Clinical Encounter 1</td>
<td></td>
</tr>
<tr>
<td>Tasks</td>
<td></td>
</tr>
</tbody>
</table>

W - 1 Test road    Michael Test M - 31y
Day: 19 - Test due: 30 Sep
Reg. HCx 1
Test whiteboard
<table>
<thead>
<tr>
<th>Flag</th>
<th>Yes</th>
<th>No</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Isolated to room</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Quarantine to room</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Clinical input required</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Mental Health and/or addiction</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Welfare assistance required</td>
<td>Yes</td>
<td>No</td>
<td>Cultural</td>
</tr>
<tr>
<td>Mobility Assistance required</td>
<td>Yes</td>
<td>No</td>
<td>Wheel Chair</td>
</tr>
<tr>
<td>Translator required</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Allergy</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Pregnant</td>
<td>Yes</td>
<td>No</td>
<td>Gestation on arrival: 140</td>
</tr>
<tr>
<td>Blue Band</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Close Contact</td>
<td>Yes</td>
<td>No</td>
<td>Close contact - not yet notified</td>
</tr>
</tbody>
</table>
Section 11 — Acuity

Section on acuity will be available when finalised.