**COVID-19 CARE PATHWAYS 2022**

## Getting the COVID-19 care you need – information for people with disability and their families

This Information Sheet has been developed by Queenslanders with Disability Network (QDN) for Queensland Health. It provides information to people with disability and their supporters about what happens if you get COVID-19.



### Queensland COVID-19 Getting the care I need

The way you get treatment and care if you get COVID-19 is changing. You have to take the first step to call by phone or fill out an online form so your needs and symptoms can be assessed, and they can work out how and where they will provide your COVID-19 care.

Due to the rise in the number of COVID-19 cases, the ways the Queensland Government are supporting and getting assistance to people who get COVID-19 is changing. This Information Sheet will:

- Talk about what to do if you get COVID-19
- Explain the care pathways for COVID-19 so you can access the right healthcare for your needs

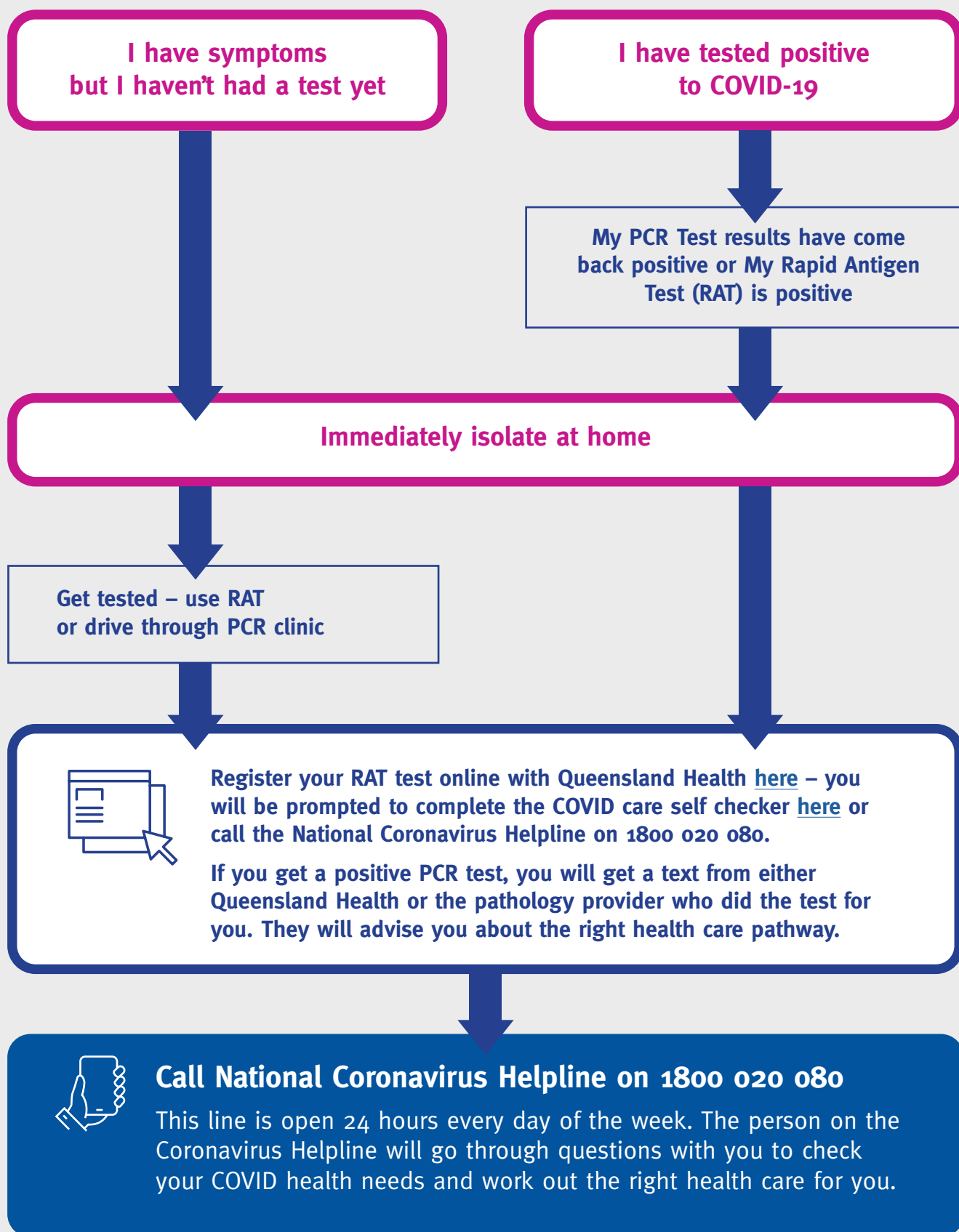
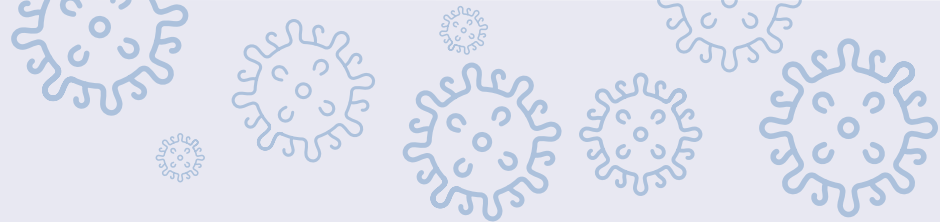
**REMEMBER IF YOU ARE FEELING VERY UNWELL – CALL 000 OR GO TO HOSPITAL**

If you have COVID you need to go to hospital directly in a private car, or if that is not possible call an ambulance. Let them know you have COVID.



### What to do if you get COVID-19

From February 2022 in Queensland – it is important to know that now YOU (or your support person) need to contact the National Coronavirus Helpline on 1800 020 080 or complete the COVID care self-checker online here if you get COVID-19. This is so your care needs can be assessed, and you can be linked to the care pathway that best meets your needs.



There are three (3) other ways you can get your needs checked and be linked to the healthcare you need. Depending on what you feel most comfortable with you can



If you are happy to go online – complete the online [COVID care-self-checker](#)



Contact your GP to ask for a telehealth appointment.



If you feel ok talking to an automated voice, you can call the **Queensland Government COVID-19 automated assessment service**. You will be connected to Billie the Bot who is an automated voice who will ask the assessment questions.

**Call 1800 953 919 for advice for adults, or 1800 845 298 for advice for children (less than 16 years)**



## I have covid and my COVID health needs have been checked. What happens next?

You will be given information based on the assessment of your needs about your plan for your COVID-19 treatment. There are three different ways you can be cared for. These are:



- **recover at home:** this is for most people who are well enough to manage their symptoms and recover at home



- **COVID Care at home with GP support:** this is for people who have an existing health condition that needs extra monitoring and care because you have increased risk/s. You will need to organise with your GP to have appointments to monitor you. These may be telehealth appointments - each area and region will have different approaches in place for GP care depending on where you live.



- **COVID Care at home from a Virtual (online) Hospital, or admission to hospital:** This is for people with a higher risk of serious illness due to more severe symptoms and existing health conditions. If you are assessed at this level you may stay at home but get daily calls from a hospital, medical monitoring devices, and you may even receive COVID medications. If you are getting care from the Virtual Hospital – you will not need to go to hospital, you will get ‘hospital type care’ at your home.



**Go to hospital:** If you are assessed as very high risk or are very unwell, you will be admitted to hospital for care.

**If you are feeling extremely unwell, call triple zero (000)  
or go to the nearest hospital.**

If you have COVID you need to go to hospital directly in a private car, or if that is not possible call an ambulance. Let them know you have COVID.

You may move between the different levels of care if your symptoms improve, or your condition gets worse.