

Community/Facility Cluster Information for Primary Health Care Providers

Updated December 17, 2020

When delivering care in-person at your family practice and the patient lives in an identified community cluster or works in a facility cluster, use the below script and process:

Script for booking an in-person patient appointment:

- Even though you have no symptoms of a respiratory infection, you live in an area of the province (or work in a facility) where Public Health is currently seeing higher rates of COVID-19. You may have been exposed and not know it.
- We are using extra precautions to protect you as well as those around you during your visit with your family doctor or nurse practitioner.
- When you arrive for your appointment, we ask that you sanitize or wash your hands and put on a mask that is located at the entrance

Definitions for providers

Community cluster: A group of communities where public health is seeing higher rates of COVID-19. It is possible that there is asymptomatic transmission in area where transmission rates are high. Clusters of communities are identified within the Nova Scotia Public Health Epidemiology report and we are linking these communities with the first three characters of the respective postal codes.

Facility cluster: A facility with one or more confirmed cases of COVID-19. These facilities are identified within the Nova Scotia Public Health Epidemiology report.

Process for identifying clusters

Community and facility clusters are listed on the NSHA COVID-19 Hub in the following documents:

- [List of Community Clusters](#)
- [List of Facility Clusters](#)

These lists are updated as required to add or remove clusters using the Nova Scotia Public Health Epidemiology report and definitions.

Health care provider instructions

- When seeing patients face-to-face, wear a mask at all times.
- Based on the patient's home community, ensure that patients from affected community /facility clusters are provided with a mask and wash/sanitize their hands at registration.