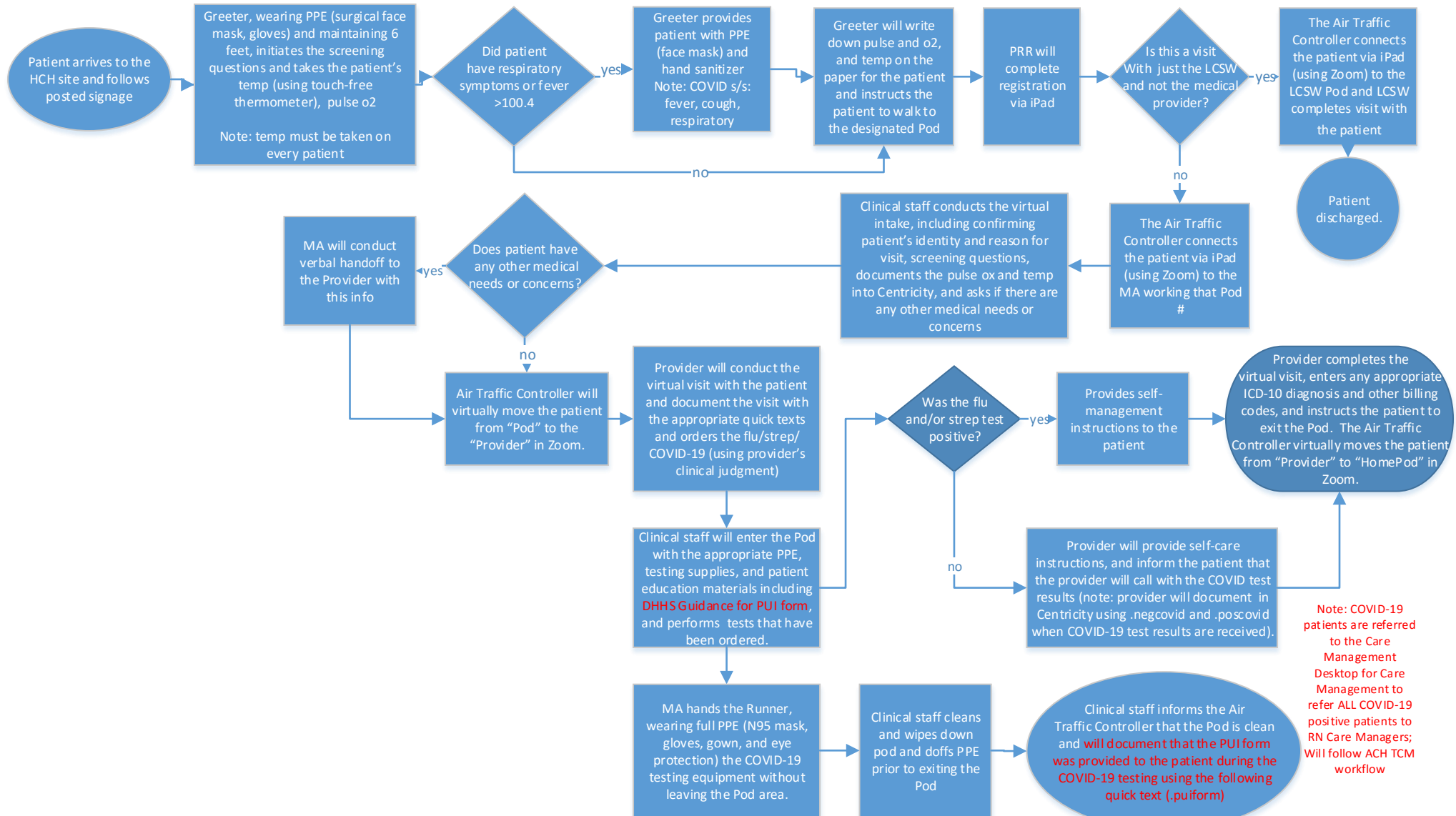# Advance Community Health
Healthcare for the Homeless (HCH) COVID-19 Workflow Model
Updated 05/06/2020 (version 6)

Patient arrives to the HCH site and follows posted signage

→ Greeter, wearing PPE (surgical face mask, gloves) and maintaining 6 feet, initiates the screening questions and takes the patient's temp (using touch-free thermometer), pulse o2

Note: temp must be taken on every patient

→ Did patient have respiratory symptoms or fever >100.4

yes → Greeter provides patient with PPE (face mask) and hand sanitizer
Note: COVID s/s: fever, cough, respiratory

→ Greeter will write down pulse and o2, and temp on the paper for the patient and instructs the patient to walk to the designated Pod

no → (to "Greeter will write down pulse and o2..." box)

→ PRR will complete registration via iPad

→ Is this a visit With just the LCSW and not the medical provider?

yes → The Air Traffic Controller connects the patient via iPad (using Zoom) to the LCSW Pod and LCSW completes visit with the patient

→ Patient discharged.

no → The Air Traffic Controller connects the patient via iPad (using Zoom) to the MA working that Pod #

→ Clinical staff conducts the virtual intake, including confirming patient's identity and reason for visit, screening questions, documents the pulse ox and temp into Centricity, and asks if there are any other medical needs or concerns

→ Does patient have any other medical needs or concerns?

yes → MA will conduct verbal handoff to the Provider with this info

no → Air Traffic Controller will virtually move the patient from "Pod" to the "Provider" in Zoom.

→ Provider will conduct the virtual visit with the patient and document the visit with the appropriate quick texts and orders the flu/strep/COVID-19 (using provider's clinical judgment)

→ Was the flu and/or strep test positive?

yes → Provides self-management instructions to the patient

→ Provider completes the virtual visit, enters any appropriate ICD-10 diagnosis and other billing codes, and instructs the patient to exit the Pod. The Air Traffic Controller virtually moves the patient from "Provider" to "HomePod" in Zoom.

no → Provider will provide self-care instructions, and inform the patient that the provider will call with the COVID test results (note: provider will document in Centricity using .negcovid and .poscovid when COVID-19 test results are received).

(from Provider will conduct the virtual visit...) → Clinical staff will enter the Pod with the appropriate PPE, testing supplies, and patient education materials including **DHHS Guidance for PUI form**, and performs tests that have been ordered.

→ MA hands the Runner, wearing full PPE (N95 mask, gloves, gown, and eye protection) the COVID-19 testing equipment without leaving the Pod area.

→ Clinical staff cleans and wipes down pod and doffs PPE prior to exiting the Pod

→ Clinical staff informs the Air Traffic Controller that the Pod is clean and **will document that the PUI form was provided to the patient during the COVID-19 testing using the following quick text (.puiform)**

The .puiform quick text reads: "Patient received DHHS PUI form during COVID-19 testing performed by the health center and patient verbally consented to the guidelines set forth."

Note: COVID-19 patients are referred to the Care Management Desktop for Care Management to refer ALL COVID-19 positive patients to RN Care Managers; Will follow ACH TCM workflow