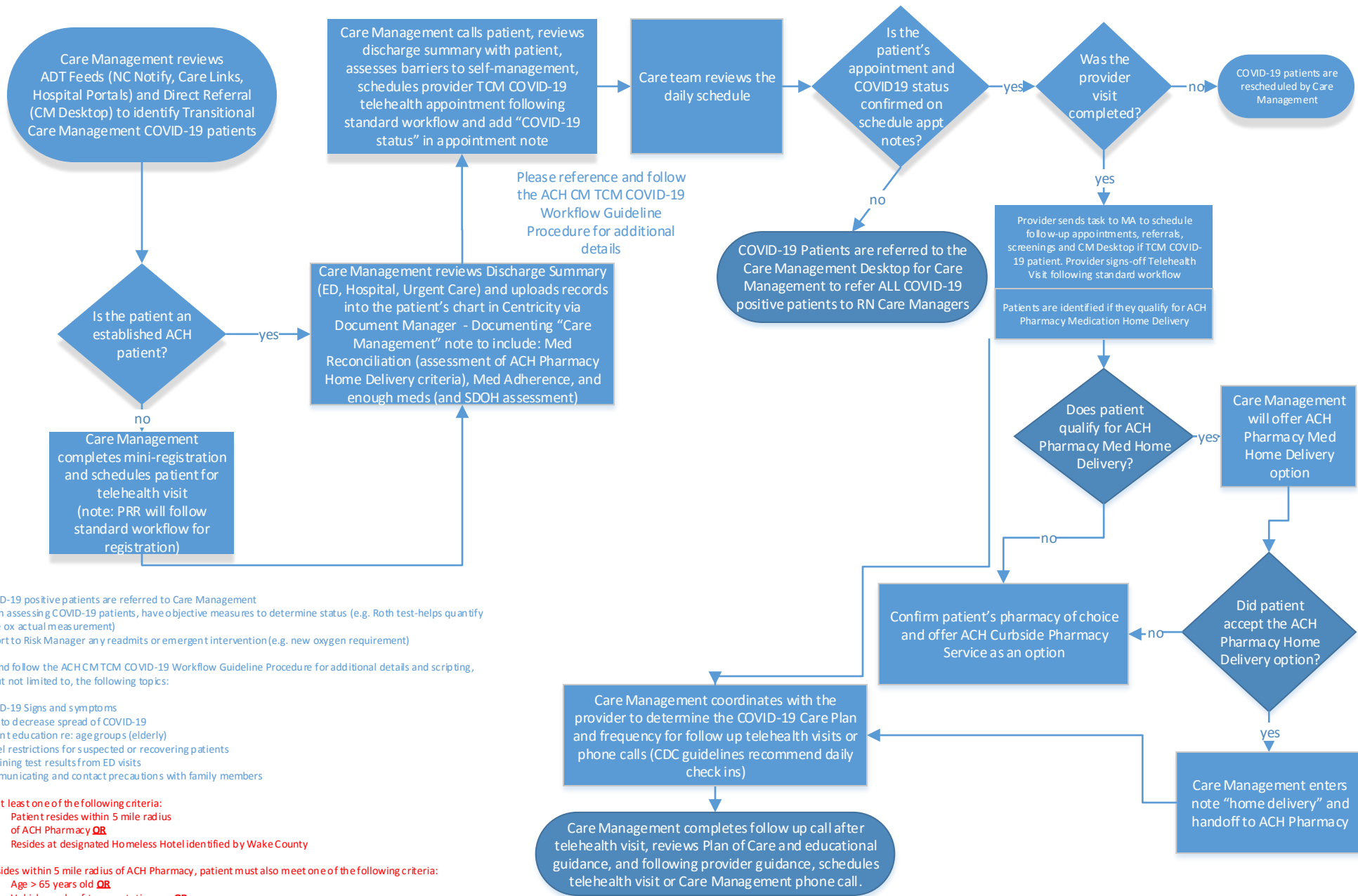


Advance Community Health

Transitional Care Management for COVID-19 Patients: Soft Landing back to PCP and Care Management of COVID-19 Patients Workflow Model (Version 7, updated 04/28/2020)



Notes:

- COVID-19 positive patients are referred to Care Management
- When assessing COVID-19 patients, have objective measures to determine status (e.g. Roth test-helps quantify pulse ox actual measurement)
- Report to Risk Manager any readmits or emergent intervention (e.g. new oxygen requirement)

Reference and follow the ACH CM TCM COVID-19 Workflow Guideline Procedure for additional details and scripting, including, but not limited to, the following topics:

- COVID-19 Signs and symptoms
- How to decrease spread of COVID-19
- Patient education re: age groups (elderly)
- Travel restrictions for suspected or recovering patients
- Obtaining test results from ED visits
- Communicating and contact precautions with family members

Must meet at least one of the following criteria:

- Patient resides within 5 mile radius of ACH Pharmacy **OR**
- Resides at designated Homeless Hotel identified by Wake County

If patient resides within 5 mile radius of ACH Pharmacy, patient must also meet one of the following criteria:

- Age > 65 years old **OR**
- Vehicle mode of transportation: no **OR**
- Pill pack **OR**
- Specialty prescriptions (i.e. HIV, Hep C) **OR**
- Recent hospital discharge/ED discharge **OR**
- High risk COVID-19 **OR**