

INTAKE AND TRIAGE PROTOCOL FOR QUARANTINE AND ISOLATION (Q/I) HOUSING 4/6/2020

FRAMEWORK ALGORITHM:

Referral Source	Call Center Intake Coordinator, on-site medical personnel	Site Manager(s)	EMS Transportation
<ul style="list-style-type: none"> Healthcare Providers Housing Shelters and Service Agencies Congregate Living Facilities Street Outreach Teams Law Enforcement 	<ul style="list-style-type: none"> Call center operations Information collection Triage determination (on-site medical personnel) Coordination with Site Managers Coordination with EMS Transport 	<ul style="list-style-type: none"> Confirmation of room availability Determination of whether to accept guest based on individual needs and site capacity 	<ul style="list-style-type: none"> Transportation of individuals with serious respiratory illness or COVID-19 from current location to Quarantine & Isolations site

DPH CALL CENTER INTAKE COORDINATION:

Quarantine and Isolation Intake Call Center

833-596-1009

Open 8 a.m. to 8 p.m.

1. Healthcare providers, homeless shelters and service agencies, and law enforcement notify DPH of an individual who:
 - a. has COVID-19 symptoms (one of four symptoms: new cough, fever symptoms such as chills/sweats, new shortness of breath, and/or documented temp >100.4) with unknown COVID-19 status **AND** needs quarantine due to inability to shelter in place.
 - b. is COVID-19 test positive after hospitalization or clinical encounter **AND** who requires isolation due to inability to shelter in place.

The DPH Intake Coordinator will gather information using the Q/I Referral Form.

2. The intake coordinator reviews information collected and determines the Q/I options available to the individuals or families, and coordinates the housing placements and related transportation. The individual's needs will determine the options provided, and by the amenities and parameters set by the individual sites, and to the extent hospitalization is required.
3. After determining the case type and candidate site, the Intake Coordinator **contacts the appropriate site manager** to assess intake capacity. The referral site is contacted and will make the determination to accept the client based on its capacity and individual need. Please note that the time required to place the referral depends on staffing and room availability at the site.

IF THERE IS NO PLACEMENT AVAILABLE: The Intake Coordinator will notify the referral of the inability to place an unhoused individual/family at this time. Then put the intake form in a **PENDING category file** for follow-up daily until placement becomes available. When follow-up placement is found, notify the referral source of room availability and coordinate transport.

4. If placement is available, the Intake Coordinator will then **contact and coordinate EMS Agency transportation** and make pick-up arrangements for the individual. Given limited resources, hospitals will be asked to leverage existing transportation services to transport their patients. Once completed, the Intake Coordinator follows up with the requester to provide the estimated time of arrival (~ 90 minutes, depending on current volume).

5. For transports for unsheltered people experiencing homeless, the referral source (e.g., law enforcement, street outreach teams) should stay with the client until transportation arrives.
6. The Intake Coordinator will then fax or email the Referral form to the site manager at the accepting facility.
7. Medical follow-up and monitoring of clients are performed by the on-site clinical team until released from care.

QUARANTINE AND ISOLATION LOCATIONS:

Please note: Almost all sites require that referred individuals be independent of activities of daily living skills & ambulatory needs

Locations (the type of facility)	Criteria and Considerations
Dockweiler (residential vehicles)	Higher acuity for medical and psychiatric complexities
Pomona (hotel)	Lower clinical acuity, ADA accessible (limited availability)
Sherman Oaks (motel)	Higher acuity for psychiatric complexities
Downtown Los Angeles (hotel)	Lower clinical acuity, ADA accessible (limited availability) Priority for Skid Row residents
MLK Recuperative Care Center (hospital)	Requires COVID+ status (limited availability) Higher acuity for medical and psychiatric complexities ADA accessible and provides ADLs support The patient must be 18 years old + *no admissions after 4 pm or on the weekends*
LAX/El Segundo	Must be a County Fire and Sherriff employees Lower clinical acuity ADA accessible *EMS transport is not provided*