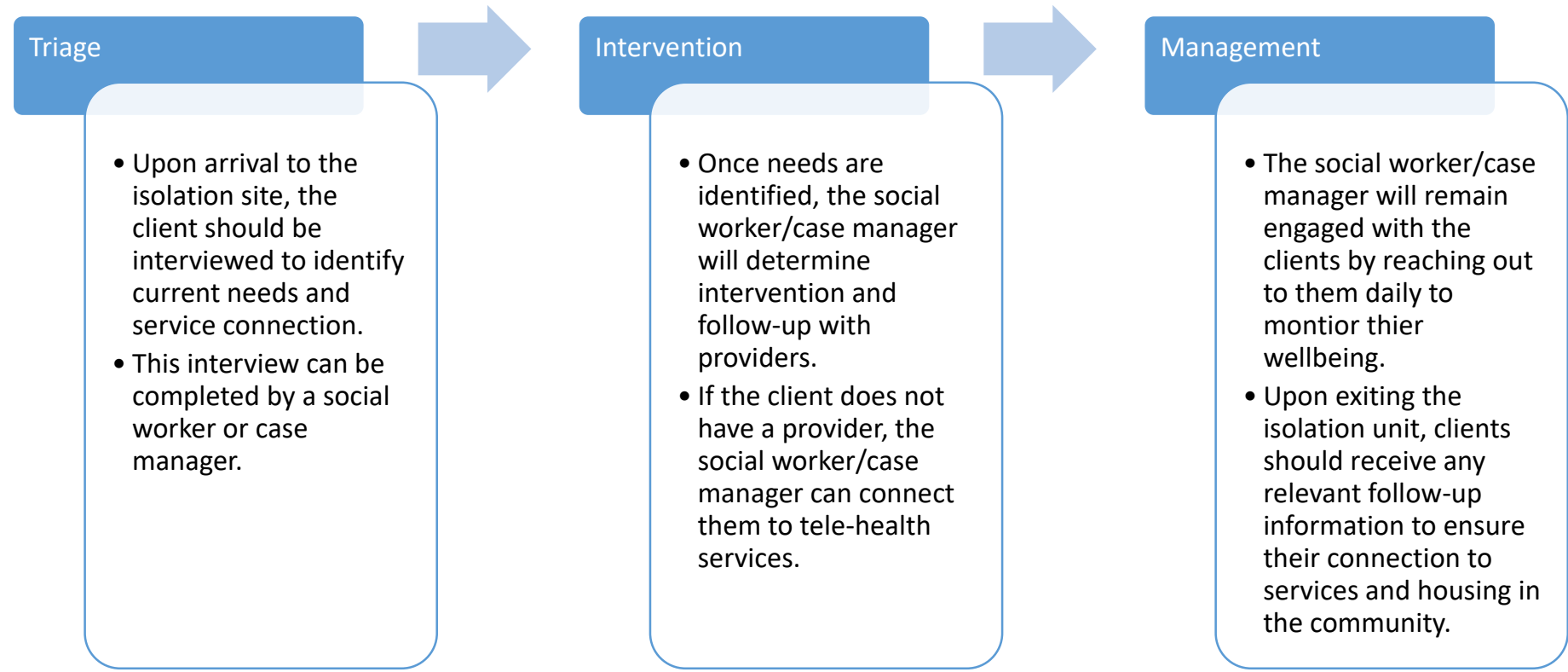


Suggested Support Plan for Clients in Isolation Units and Leveraging Tele-Health

This support plan can be applicable to Supportive Housing Providers, Managed Care Organizations (MCOs), Health Centers, and Case Management services across the country.

High-Level Workflow





Triage Interview Questions and Immediate Intervention Steps

Items in red are immediate intervention steps for the social worker/case manager to take action on

Demographics and Services:
1. Please provide me with your name, age, ethnicity, preferred language, and next of kin/personal contact.
2. Do you live in safe and secure housing that you'd be able to return to when you feel better? Y/N <ol style="list-style-type: none">If so, where?If not, when and where was the last place you stayed?
3. Do you currently have a PCP or clinic that you attend? Y/N <ol style="list-style-type: none">If yes, please provide me with details such as the PCP's name, clinic, and/or contact number.
4. Do you see or speak to any other provider, such as a therapist, case manager, counselor, psychiatrist? Y/N <ol style="list-style-type: none">If yes, please provide me with details such as the provider's name, clinic/agency, and/or contact number.
5. Do you have active health insurance? Y/N <ol style="list-style-type: none">If yes, please provide me with details on your type of insurance and MCO coverage. (If they have their card with them, you may take a look to jot down relevant information such as ID number, MCO plan, and health insurance contact)
Health:
6. Do you have any chronic health conditions that require you take daily medications? Y/N <ol style="list-style-type: none">If yes, can you tell me what chronic conditions you have and the medications you take? (If the client has their medications on them or a medication list, please review)
7. [If the client is taking medications for their health condition] Do you have enough medications for the next two weeks? Y/N <ol style="list-style-type: none">If no, connect this client to a medical professional – this can be done via their MCO case manager or directly connect them to their PCP. If the client does not have a PCP or MCO coverage, they must be connected to a telemedicine provider for an assessment.
8. Do you take any medications for a psychiatric condition? Y/N <ol style="list-style-type: none">If yes, can you tell me what is your psychiatric condition and the medications you take? (If the client has their medications on them or a medication list, please review)
9. [If the client is taking medications for their psychiatric condition] Do you have enough medications for the next two weeks? Y/N



- a. If no, connect this client to a psychiatric professional – this can be done via their MCO case manager or directly connect them to their psychiatrist. If the client does not have a psychiatrist or MCO coverage, they must be connected to a tele-psychiatry provider for an assessment.

Functionality:

10. Before coming to this isolation site, were you able to make your own appointments and follow-up with providers' discharge plans or recommendations around your health and wellbeing? Y/N

- a. If not, did someone help you like a family member or case manager? Please explain.

11. **[If the client has a home]** When you were in your home, did you have a home attendant or someone who came to your home regularly to help you with activities of daily living like taking medications, preparing food, dressing, toileting, or bathing? Y/N

- a. If yes, connect this client to a medical professional – this can be done via their MCO case manager or directly connect them to their PCP. If the client does not have a PCP or MCO coverage, they must be connected to a telemedicine provider for an assessment.

Symptom Management:

10. Are you currently experiencing any symptoms at this time that need to be addressed by a medical professional? These can be both COVID and non-COVID symptoms. Y/N

- a. If yes, have the client describe their symptoms. Then connect this client to a medical professional – this can be done via their MCO case manager or directly connect them to their PCP. If the client does not have a PCP or MCO coverage, they must be connected to a telemedicine provider for an assessment.

11. Are you currently experiencing any mental health symptoms that you are worried about like thoughts of hurting yourself, hearing voices, feeling paranoid, or intense anxiety? Y/N

- a. If yes, have the client describe their symptoms. Then connect this client to a psychiatric professional – this can be done via their MCO case manager or directly connect them to their psychiatrist. If the client does not have a psychiatrist or MCO coverage, they must be connected to a tele-psychiatry provider for an assessment.

12. Anything else you would like me know or require help with right now?



Tele-Health Support Options to Manage Behavioral Health and Medical Needs

Tele-Psychiatry and Medication Management

- **Helpful for clients who:**
 - are experiencing psychiatric symptoms and require an assessment from a psychiatrist or NP and are not already connected to a mental health provider.
 - require medication management (refills or changes to their medications) and are not already connected to a mental health provider.

Tele-Medicine and Medication Management

- **Helpful for clients who:**
 - are experiencing COVID-19 related symptoms and need an assessment from a doctor or NP.
 - are experiencing symptoms related to a chronic medical condition and are not already connected to a PCP/specialist.
 - require medication management (refills or changes to their medications) and are not already connected to a PCP/specialist.