

WORKFLOW INTAKE AND TRIAGE FOR QUARANTINE AND ISOLATION HOUSING

FRAMEWORK ALGORITHM:

Referral Source	Call Center Intake Coordinator	Site Manager(s)	EMS Transportation
<ul style="list-style-type: none"> • Healthcare/Medical • Housing/Shelter • Street Outreach Teams • Law Enforcement 	<ul style="list-style-type: none"> • Call center operations • Information collection • Determine appropriate placement based upon patient type and clinical status. • Coordination with Site Managers • Coordination with EMS Transport (for sites other than hospitals) *hospitals should arrange their own 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 am to 8 pm

1. Healthcare providers, homeless shelters and service agencies, and law enforcement notifies DPH of an individual who has been tested of COVID-19 or exposed to COVID 19 and needs an isolation or quarantine room. The DPH intake coordinator will gather information using the Isolation and Quarantine Referral Form.
2. The intake coordinator reviews information collected and determines the isolation quarantine options available to the individuals or families coordinates the housing placements and related transportation. The options provided to the individual will be determined by their individual needs and the amenities and parameters set by the individual sites. Below are broad categories of how individuals will be assigned:
3. After determining the case type and candidate site, the Intake Coordinator **contacts the appropriate Reception Coordinator (currently the only site is Dockweiler Beach RV Camp)** to assess intake capacity.

***IF THERE IS NO PLACEMENT AVAILABLE:** Intake coordinator will notify provider of inability to place unhoused individual/family at this time. Then place the intake form in a **PENDING category file** for follow-up daily until placement becomes available. When follow-up placement is found, notify Network provider of availability and coordinate transport.*
4. If placement is available, the Intake coordinator will then **contact and coordinate EMS transportation** and make pick-up arrangements for the individual.
 - EMS transportation is coordinated by the PEH Cal center for referrals from community locations.
 - Hospitals to coordinate transportation directly through pre-existing contracts and insurance providers.
5. The Intake Coordinator will then fax/ email the Referral form or provide a verbal report to the Reception Coordinator at the accepting facility.

6. Medical Follow up and monitoring of clients performed by the Case Management Coordinator/Housing for Health at the Quarantine/Isolation housing site until released from care.