April 1, 2020 – Chicago, Illinois

**GUIDANCE - Referring persons experiencing homelessness with COVID-19 symptoms but not yet diagnosed with COVID-19 disease to isolation in individual hotel rooms**

Screening will include taking temperatures (any temperature greater than 100.0 F is considered a fever) and asking these questions:

1. Have you been having a dry cough that is changed from baseline?
2. Have you been having shortness of breath that is changed from baseline?
3. Have you been having any muscle aches?
4. Have you been having a sore throat?
5. Have you had fatigue recently?
6. Are you experiencing any headaches?
7. Have you had close contact with anyone that has tested positive for COVID-19?

If a person screens POSITIVE, refer to health care on duty or on call at the shelter.

Health care on duty or on call will obtain further history, considering exclusion of persons with a history of typical symptoms for patient of asthma, chronic bronchitis, chronic rhinitis with post-nasal drip, strep pharyngitis, etc., esp. when no fever and O2 sat> 94%.

If patient has a fever associated with respiratory symptoms not otherwise explained, consider diagnosis of COVID-19 disease and consider referral for isolation.

It is planned that the patient will obtain testing for coronavirus at the time of admission to the hotel, or shortly thereafter. After the results of the test are back, further disposition based on the results will be arranged to a COVID POSITIVE site or back to supportive housing/the shelter.

PLEASE NOTE: the hotel setting is not a health care facility, though patients will be seen every day in rounds. **Referrals will be accepted at the hotel between 9 a.m. and 4 p.m.** At other times, shelters should place a mask on the person with symptoms and try to isolate the person from others in the shelter as much as possible.

**Phone calls to discuss transfers will be accepted between 8 a.m. and 8 p.m.**

**Patient characteristics that may make referral to hospital more appropriate than referral to hotel, and should not be referred to the hotel:**

1. Severe symptoms, such has T>103; O2 sat<90; RR>30; increased work with breathing, respiratory distress
2. Risk factors that may increase risk of rapid progression of disease
   1. Using supplemental oxygen
   2. History of frequent COPD exacerbations
   3. Age>70-80
3. Co-morbidities that would prevent safe use of isolation in a hotel setting
   1. Uncontrolled diabetes mellitus, or symptomatic uncontrolled hypertension
   2. History of alcohol withdrawal symptoms, especially with a history of seizures, if the patient is still actively using alcohol
   3. Possibility of opioid withdrawal AND disinterest in medications to treat opioid use disorder (a patient participating in medication-assisted recovery is welcome)
   4. Severe uncontrolled psychosis (a patient taking medication for psychotic illness that is now stable is welcome)
   5. Disorientation
   6. Personality disorders or behaviors that would challenge person’s ability to abide by rules of hotel and support staff
   7. Suicidal ideation/homicidal ideation
   8. Infestations (lice, bedbugs, scabies)
   9. Undergoing hemodialysis
   10. Undergoing chemotherapy for diagnosis of cancer
   11. On chronic oxygen
   12. Extreme inability to manage their own medications
   13. Inability to live without 24/7 support
   14. Inability to not smoke in the hotel – CDPH requirement (we will supply nicotine patches)
   15. Inability to not stay in the hotel until the completion of isolation because the patient states they have to leave for any reason, such as family issues, legal issues, etc.

**Questions to ask to assist with assignment of rooms at the hotel:**

1. Functional mobility: Would the patient able to negotiate three narrow steps, or do they use a walker or have unsteady gait?
2. Do they have a fever now? (we are grouping people together who have fevers)
3. When was the onset of symptoms? (we are grouping together people with similar dates of onset)

**Ask the potential patient if they verbally agree to the following arrangement at the hotel:**

**Client Expectations and Agreement**

• Your healthcare providers are requesting that you remain in isolation to prevent transmission of COVID-19 to others and so you can be better monitored.

• You will have a comfortable place to stay, have a nice bed, a TV, a remote and free WiFi. You will receive breakfast, lunch, and dinner, and basic toiletries. While the facility is in a hotel, it is important to remember that this facility is a quarantine and isolation facility that happens to be in a hotel. The hotel facility is not fully staffed and doesn’t have all the services you’d usually expect such as room service or daily housekeeping.

• You are expected to stay in your room for the entirety of your stay with us. You will not have a key to your room. You will not be allowed to associate with other people staying in isolation at the hotel.

• You are not allowed to have any visitors at the hotel. This will be strictly enforced.

• This is no smoking in the facility – but we will provide nicotine patches or gum should you need them.

• You will be transported to the facility where you will exit the van on your own and carry your things.

• A security guard will screen you and any items you bring. Your items are being searched for anything illegal or inappropriate.

• The people you interact with during your stay will be wearing protective equipment.

• Medical staff will be on site 24 hours a day, but this is not a hospital setting. You will see a health care provider every day to check your temperature and to see how you are doing.

• Other nurses, support staff and counselors will check in with you, almost always by phone. You can also reach them by phone 24 hours/day.

• When you open your door to retrieve items such as your trash or laundry or to have your temperature taken, you must wear the surgical masks provided and will need to stay in the appropriate areas of the room.

• All items, including food waste, should be disposed of in your room. We will pick up trash daily and will exchange your towels and linens every three days.

• You may use your cell phone to call your family.

• We will not be able to provide phone chargers.

• We ask that you bring basic items that you may need for the duration of your stay (e.g. clothes, reading materials, phone, etc.).

• You cannot order outside food or receive external deliveries. If you need medications, we will bring the medications to you.

* You will be responsible for the upkeep of your room during your stay, and the room will be checked out before you leave. You will receive a gift card at the successful completion of your stay.

**Do you understand and agree to abide by the expectations outline above for the duration of your stay at the Quarantine and Isolation Facility at the hotel?**

**(Obtain a verbal yes or no from the patient – they will also be signing this form at the hotel.)**

If patient says yes and agrees - the provider making the referral is then asked to please call 000-000-0000 to speak with the receiving provider at the hotel before any referral to the hotel will be authorized and any transportation arranged. The referring provider is NOT to have the patient just show up at the hotel, or arrange their own transportation to the hotel without authorization – these patients will not be accepted. The referring provider is to furnish any medical records that will help the receiving provider to best take care of the patient, such as problem list, medication list, allergies, significant past medical history, and any additional clinically relevant information. Please send along all of the medications that the patient has with them. Remember, this is not a hospital and providers at the hotel will be monitoring many people – please help the receiving staff to have the information that they need. Please give printed copies to the patient or transportation, or email to xxxx@xxxx or fax to 000-000-0000.

(If they are a Lawndale patient, please make sure they are registered as a patient into Lawndale’s EMR, even with the most basic of information: name, DOB, gender, address of shelter; if insurance information is available, that would help in obtaining any needed medications for the patient.

Transportation will be arranged by the receiving provider and the accepting provider will receive an ETA. The receiving provider and staff will notify the driver to pick up the patient. The driver will notify security and the hotel front desk a few minutes before they arrive at the back door of the hotel.