

COVID-19 Prevention - Screening tool

1. Vulnerable Patient Status

Check all that apply.

- > 60 years of age
- Lives in a long-term care facility (board and care, assisted living facility, congregate living, group home)
- Chronic lung disease or Asthma
- Congestive Heart Failure or coronary artery disease
- Diabetes
- Chemotherapy or radiation for cancer (currently or in recent past)
- Cirrhosis of the liver
- Chronic kidney disease requiring dialysis
- History of Bipolar, Depression, Anxiety, Schizophrenia or Substance Abuse

2. Current Health Status:

How would you describe your health right now?

- Good – Continue to #3
- Bad - If patient answers “Bad,” follow with these targeted questions to screen for COVID-19 symptoms
 - 1a. Do you have a fever > 100.4 degrees?
 - 1b. Do you have a dry cough that has developed gradually and is getting worse?
 - 1c. Are you short of breath? If so, is this normal for you? (Check if it is not normal)

2a. **Check all applied actions:**

- Same day PCP phone appointment scheduled
- Warm transfer or task created to RN Case Manager for further assessment
- Patient call-back task created with PCP for patient who is: asymptomatic, symptomatic but not “suspicious” for COVID-19, has clinical questions requiring provider response or persists in asking to speak with their provider (describe)

[Free text box]

3. Best Practice

As you’ve probably been hearing, the best way to prevent Coronavirus is to avoid contact with other people by practicing social distancing (staying at home as much as possible and always maintaining at least 6 to 8 ft between you and another person).

The other proven method to stay healthy and stop the virus from spreading is to practice frequent hand washing.

How are you putting these into practice right now?

Include patient-reported barriers, such as housing, access to food, etc. [Free text box]

4. Coordination of Care

Do you have enough medication for the next 30 days?

- Yes
- No - Patient provided with plan-specific guidance on 90-day refill programs

Do you have a scheduled appointment with your doctor or specialist in the next 30-days?

- Yes - Patient educated on telephonic options for PCP appointments and Health Enhancement classes. Patient advised to evaluate cancelation of elective appointments with their provider.
- No

Would you be willing to have a virtual visit with a doctor or specialist?

- Yes - Patient educated on telehealth options available by plan (medical and behavioral health) & registration process.
- No – Patient reminded to call PCP before seeking medical care. Provided with Patient Support Center number (800) 403-4160

Right now, do you need assistance with any of the following?

Check all that apply and make referral as indicated.

- Access to food and hot meals
- Caregiver resources or Home Health
- Transportation to medical care
- Applying for government assistance such as disability insurance, paid family leave or unemployment insurance

[free text box]

5a. Check all applied actions:

- Patient provided with community resources to support mental health. Specify.
[free text box]
- Patient enrolled and scheduled with TeleHealth Behavioral Health service
- Patient referred to Social Work (routine or urgent) for further evaluation. Patient provided with Social Work Consult phone number.
- Patient referred to Case Management for assessment and intervention.

5. Psychosocial

The outbreak of coronavirus disease is stressful for many people. Is there someone you can talk to if you are feeling **overwhelmed**?

If patient answers 'No' or indicates they are experiencing stress, follow with these targeted questions to understand severity and connect patient with support.

- Yes
- No

Having support and coping with stress will make you, the people you care about, and your community stronger. Would you like to speak with a trained professional about how you're feeling?

- Yes – Referral made to Social Work
- No

Do you have any thoughts of harming yourself?

- Yes – Patient provided with suicide prevention line 1-800-273-8255 (TALK) and urgent referral to Social Work
[free text box]
- No

6. Would you like me to send you information via mail or email about Coronavirus and the prevention measures we talked about today?

- Yes – CiM profile updated with email contact
- No