



# CUCS | Janian Medical Care

## COVID-19 (Coronavirus) UPDATE

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**This interim guidance is based on what is currently known about the coronavirus disease 2019 (COVID-19). CUCS and Janian will update this interim guidance as needed and as additional information becomes available.**

### **March 31, 2020 UPDATE**

### **PROTOCOL FOR MEETING FACE TO FACE WITH CLIENTS | OUTREACH**

1. Prior to any interaction with a client, ask these 2 questions:
  - a. Do you have a new or worsening cough?
  - b. Do you have a sore throat?
  - c. Are you feeling feverish?
  - d. Do you have new or worsening shortness of breath?
2. If the answer is yes to any of these 4 questions, or if the client appears to have these symptoms, give the client a mask to wear if one is available. Stand at least 6 feet away from the client. If at an office space, have client wait in a private room if possible.
3. Notify your Program Director.
4. Consult with Janian Primary Care if possible.
5. If Janian Primary Care is not available arrange for transfer to a DHS Isolation Facility:
  - a. From 9AM-9PM call the NYC COVID-19 Hotline at 1-844-692-4692. Press “0” for COVID Hotline.
  - b. From 9PM-9AM call the AmWell Hotline at 1-844-733-3627. “Service Key” is NYCHH.
6. If hospitalization is recommended call 911. Ask EMS to take the client to an H + H hospital. H + H has committed to not releasing a person back to the shelter system who has tested positive for COVID-19.
7. If EMS or the client refuses transport, ask EMS to consult the telemetry doctor.
8. Go with whatever the telemetry doctor decides.
9. Inform the Program Director and Janian Primary Care.