Street Homeless Outreach Response COVID-19
As of 3/27/20

Ask all clients at beginning of engagement:

Are you experiencing fever, cough, shortness of breath, sore throat or flu-like symptoms

Proceed with regular outreach

No

Is Client stable?

No

For Clients in immediate distress: Employee calls 911, requests client be transported to nearest H+H hospital, and calls receiving ER to let them know a suspected COVID-19 DHS client is being transported

Yes

Do you have a medical provider?

Medical provider assesses for COVID-19 and other health issues

No

Client has mild COVID-like illness (CLI) and per your clinical judgement, does not need ED, call SIU for isolation

Yes

Medical provider determines patient does not need isolation because of absence of cough, shortness of breath, sore throat, fever

Client has COVID-19 complications (e.g. moderate shortness of breath), needs to go to ER for evaluation

Client is taken to hospital

assessed for need for hospitalization or isolation

Patient is determined to need isolation

Patient is taken to appropriate DHS isolation facility

End of isolation

Patient is admitted to hospital if exhibiting serious illness

End of isolation

Patient is taken to appropriate DHS isolation facility

Contact medical provider and outreach team

End of isolation

Patient is admitted to Hospital if exhibiting serious illness

Proceed with Outreach

Client is taken to hospital

Patient is admitted to Hospital if exhibiting serious illness

Proceed with Outreach

Determined no risk

Patient is taken to appropriate DHS isolation facility

Proceed with Outreach

Provider on the phone will determine if patient can stay in shelter, needs isolation, or needs emergent care.

For Clients that are symptomatic but stable use one of the following assessment tools:

NYC COVID-19 Hot-Line (9AM-9PM)
1-844-692-4692
Press “0” for COVID hotline.
OR
AmWell Hot-Line (9AM-9PM)
1-844-SEE-DOCS (1-844-733-3627)
When you are asked for the service key, use NYCHH

Client is taken to hospital

End of isolation

Contact outreach team

Hospitals/ED for discharge information please refer to:
DHS COVID-19 Hospital Protocol For Isolation and Discharge to Shelter for Homeless Clients