# COVID-19 Client Triage Tool: Three County CoC

The Three County Continuum of Care (CoC), has developed a triage-screening tool, based on that of the Atlanta Continuum of Care and their local hospital, to assist shelters and housing programs in the modification of shelter management strategies in light of the emerging COVID-19 concerns. It is not required that you use this tool- the goal of this is not to create more unnecessarily work. We are aware that local public health departments are providing varying levels of support and wanted to provide this as a triage tool for organizations who may need additional options.

The triage-screening tool focuses on reorganizing the intake workflow to effectively identify symptomatic and asymptomatic people entering congregate sites. The MA Department of Public Health (DPH) has advised congregate programs to practice social distancing to the maximum extent possible for people who exhibit symptoms. In addition, “Any congregate care program serving a resident with suspected or confirmed COVID-19 should immediately contact the Massachusetts Department of Public Health 24/7 at **(617) 983-6800**”

Based on additional criteria related to existing health vulnerabilities, homeless programs may call DPH to review the risk assessment and discuss laboratory testing and control measures. The questions on the triage-screening tool are self-reported answers except for the question regarding whether a person has a fever. If the temperature is 100.4 or above, the person does have a fever and ‘YES’ should be marked on the screening tool. Shelters are recommended to have infrared thermometers (if possible) and N-95 surgical masks on hand. Infrared thermometers allow staff to check temperatures without person-to-person contact. If you are in the same room as the individual, wear a face mask and stand at least 6 feet away.

Different approaches to social isolation such as reorganizing an existing shelter floor plan, utilizing separate quarantine facilities, and/or accessing individual motel rooms should be examined.

**COVID-19 Shelter Client Triage Screening Tool**

Become familiar with symptoms of COVID-19 and how they differ from the Flu and allergies. Note- If this is a medical emergency please call 911. We are in the process of finding alternate methods of transporting to the hospital if someone refuses an ambulance, but MassHealth should cover ambulance costs.

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| **COVID-19** | **FLU** | **ALLERGIES** |
| * Fever
* Cough
* Shortness of Breath

Individuals may also experience: chills, sore throat, headache, muscle aches, abdominal pain, vomiting, and diarrhea(Symptoms occur 2 – 14 days after exposure) | * Fever
* Cough
* Sore Throat
* Headaches
* Body, Muscle Aches
* Runny, Stuffy Nose
* Fatigue
 | * Sneezing, Coughing
* Runny Nose, Scratchy Throat
* Itchy, Red Watery Eyes
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NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LOCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Birth:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Gender:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you have a fever? \_\_\_ Yes \_\_\_ No
2. Do you have a cough? \_\_\_ Yes \_\_\_ No
3. Are you experiencing shortness of breath? \_\_\_ Yes \_\_\_ No

If client answers yes to Questions 1-3, they should be masked and isolated.

1. What is your age? \_\_\_\_\_\_\_\_\_

If client answers yes to Question 1-3 and are over 55, a call should be made to DPH to determine if they should be transported for testing.

1. Do you have diabetes, heart disease, high blood pressure, lung disease or any immunosuppressant illnesses? Please specify. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If client answers yes to 1-3 and has any illness listed for 5, a call should be made to DPH to determine if they should be transported for testing.

Prior to transporting, please call the MA Department of Public Health and alert them of the individual’s symptoms and possible need for transport and contact the Three County CoC with name, DOB, shelter, and hospital @mlafleur@communityaction.us, in order to provide information necessary for the CoC to track rising health risks to the vulnerable homeless population.

Also, please consider the following:

* Identify and regularly monitor clients (and staff) who could be at high risk for complications (those who are older, have underlying health conditions like heart disease, diabetes, high blood pressure, lung disease or who are immune compromised).
* Determine if the client is a smoker and has a regular routine cough which may allow you to rule out the possibility of a virus if that is the only symptom.
* Should the client screen positive for these symptoms, it does not mean that they have the COVID-19 virus. They could have another type of flu or a common cold. They should be provided with a mask and be isolated from other clients. It their symptoms are severe and they have other underlying conditions, call 911.
* **Ensure residents are aware that coronavirus-related testing and treatment will NOT be subject to deductibles or copays for insurance carriers in Massachusetts, including MassHealth. Residents will not receive a bill for any testing or treatment related to Covid-19.**

Be advised that the following severe symptoms should be addressed immediately, call 911 and inform EMS of the individual’s symptoms and concern for COVID-19:

* Extremely difficult breathing (not being able to speak without gasping for air)
* Bluish lips or face
* Persistent pain or pressure in the chest
* Severe persistent dizziness or lightheadedness
* New confusion, or inability to arouse
* New seizure or seizures that won’t stop