Provider Instructions for Confirmed Cases-Patients Living in Congregate Settings

**Purpose:** Provide guidance to providers who have COVID-19 infected patients who live in congregate settings

**Definitions:** Congregate Settings - includes but is not limited to jails/prisons, long-term care facilities (LTCF), retirement communities, dormitories, shelters/encampments, other clusters/outbreaks.

1) **Reporting a case to Public Health Department**
   a) Promptly notify the Health Department about the case by calling (408) 885-4214, ext. 3; ask for Provider Branch.

2) **General guidance for providers with COVID-19 patients who live in congregate settings:**
   a) Ensure patient is isolated away from those without respiratory symptoms or COVID-19.
   b) If appropriate, provide guidance related to Long Term Care Facilities: https://www.sccgov.org/sites/phd-p/Diseases/novel-coronavirus/Documents/LTCF-Mitigation-Plan-03062020.pdf
   c) If appropriate, provide guidance related to Schools and Universities: https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-ihe-response.html
   d) If appropriate, provide guidance related to homeless shelters: https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html
   e) If appropriate, provide guidance related to retirement communities and independent living facilities: https://www.cdc.gov/coronavirus/2019-ncov/community/retirement/guidance-retirement-response.html

3) **Communicating exposure**
   a) Communicate the possible COVID-19 exposure to all residents and workers, volunteers, and visitors. This can be done by placing signage in common areas and entrances/exists and by a letter to all residents.

4) **Ask residents and staff to self-monitor for symptoms of COVID-19 for 14 days and isolate themselves and call their healthcare provider, if they become ill.**

5) **Food delivery resources for patients experiencing food insecurity:**
   a) If your patient is experiencing food insecurity, have them call 1-800-984-3663 to be screened and confirm the need for food delivery.
   b) After the need for food delivery has been determined, a one-week supply of groceries will be delivered at the front door of the patient’s address.
6) Supportive services available for homeless individuals or people with unstable housing:
   a) Daily 8am-5pm, email housing@eoc.sccgov.org

7) Institute appropriate infection prevention and personal protective equipment (PPE)
   • Isolate the patient and limit non-essential contact
   • Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas)
     used by the ill persons, focusing especially on frequently touched surfaces.
   • Provide supplies for recommended infection prevention and control practices
     o Hand hygiene supplies:
       ▪ Put alcohol-based hand sanitizer with 60–95% alcohol in every room (ideally both
         inside and outside of the room) and in other common areas.
       ▪ Make sure that sinks are well-stocked with soap and paper towels for
         handwashing.
     o Respiratory hygiene and cough etiquette:
       ▪ Make tissues and facemasks available for coughing people.
       ▪ Consider designating staff to steward those supplies and encourage appropriate
         use by residents, visitors, and staff.
     o Make necessary PPE available to staff caring for persons with undiagnosed respiratory
       illness or COVID-19. Put a trash can near the exit inside the room to make it easy for
       staff to discard PPE prior to exiting the room, or before providing care for another
       patient in the same room. Facilities should have supplies of:
         ▪ facemasks
         ▪ respirators (if available and the facility has a respiratory protection program with
           trained, medically cleared, and fit-tested HCP)
         ▪ gowns
         ▪ gloves
         ▪ eye protection (i.e., face shield or goggles).

8) For more up to date information on COVID-19
   • Visit the County of Santa Clara Public Health Department webpage:
     www.sccphd.org/coronavirus
   • Visit the County of Santa Clara Public Health Department Provider webpage:
     www.sccphd.org/covidproviders
   • Visit the Center of Disease Control & Prevention webpage: www.cdc.gov/covid19