

Test – Trace – Take Care

How to support your patients and social service clients to access all components of testing, tracing, and getting the support they need to separate safely

Please mute your line, thanks😊

July 23, 2020

Your name

Your title

Objectives and Outline

- Objective: To inform healthcare and social service providers on the details of the Test & Trace Corps programs so that you can educate and support your clients to access all of these services.
- Outline:
 - Test - How to get tested and where
 - Trace – Calling New Yorkers to help them stay safe
 - Take Care at Home and at Hotels
 - Services
 - Maintaining continuity of care
 - Issues unique to youth
 - Referral process

Test – Trace – Take Care

STEP 1. TEST



Andrew Wallach, MD

>300 testing sites

If you have COVID-19 or
if you were a Contact

STEP 2. TRACE



Neil Vora, MD

>2,000 tracers

Tracer *screens*:
Hotel, Food, Meds

Informs on: mental
health and family
violence

STEP 3. TAKE CARE



Amanda Johnson, MD,
MBA

Hotels

Nicole Jordan Martin, MPA

Resource navigators to
separate safely at home

Housing Recovery Office
Health + Hospitals

Your COVID (+) clients will be contacted by these tracers

Our Commitment

- Protect and maintain individual privacy and confidentiality – we do not share your information with police or immigration
- Use a trauma-informed approach that builds trust and facilitates free sharing.
- Understand and support populations who may be at higher risk of COVID-19 and its complications.
- Communicate in a clear, professional and compassionate manner.
- Ensure that engagement is respectful and informed by cultural humility, gender identity and expression awareness, and an understanding of health inequities.
- Ensure services are provided for all New Yorkers, regardless of immigration status, language, or identities.
- Promote safe and equitable practices for our staff, including hiring a large number of staff who come from the communities that have been hit hardest

STEP 1. TEST



Testing goals

- All New Yorkers **can and should** get tested for COVID-19 – even if you don't feel sick – this is the best way to keep people around you healthy
- Testing is free to everyone at NYC Health + Hospitals sites and some other sites – no copay, no insurance needed
- “I got tested 1-2 months ago – should I get tested again?” Yes if:
 - You are now exhibiting signs or symptoms of COVID-19
 - You are concerned by a possible exposure (10min within 6 ft. of COVID)
 - People who work in healthcare settings, congregate care settings, or who work in homes: Get tested 1 time per month.
 - You are going to visit someone who is at highest-risk for severe COVID-19 illness (e.g. age > 65 years or serious underlying medical conditions)

When am I contagious?

- If someone passes COVID-19 on to you today:
 - You could be contagious to others within 2-3 days
 - It will take 4-5 days before you will test positive
 - You will be contagious for 10 days from the start of your symptoms

- If you are positive for PCR (nasal swab) AND for antibodies:
 - If you never had symptoms and you now have antibodies: you do not need to isolate
 - If you had symptoms: you need to isolate for 10 days from the start of your symptoms.

How to find a COVID-19 diagnostic testing site

- NYC.gov/covidtest – shows all the free testing sites
- Or call 311, or text "COVID TEST" to 855-48 to find a testing site
- All H+H sites and many other sites – no appointment needed
- At the testing site, they will ask for I.D. if you have it in order to connect the results to your medical records, but **I.D. is not required at H+H sites.**
- For H+H hospitals: If you get admitted to the hospital and you have insurance, you will pay co-pay for ER or hospitalization, but no other bills. If no insurance, no bill.

STEP 2. TRACE



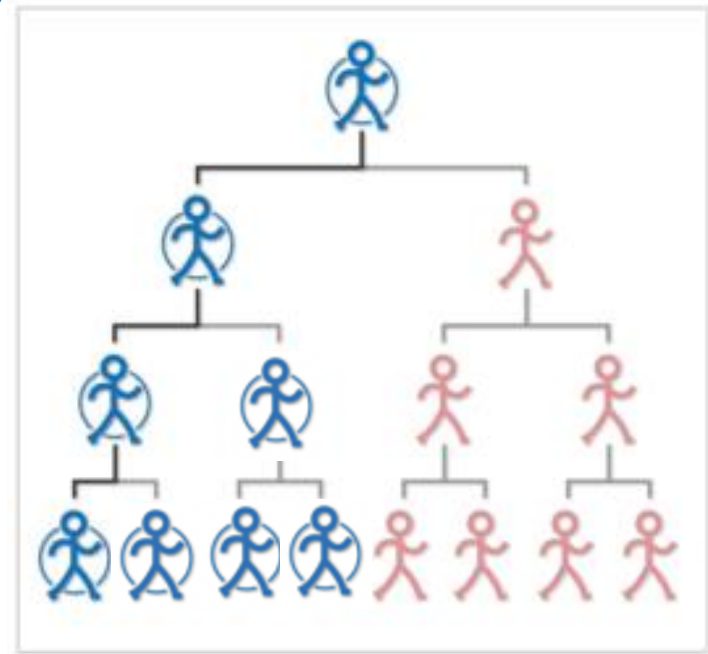
Trace Goals and Terms

- Goals: Identify cases, trace their contacts, and recommend isolation or quarantine – for all people living in NYC
- Case:
 - Confirmed case: person who currently has COVID-19 (positive nasal swab) – NOT someone who only has antibodies (this means they had COVID in the past – Tracers will not call people who only have antibodies)
- Contact:
 - Household members, Intimate partners (kissing or sex), People providing care in the household
 - People who spent 10 or more minutes within 6 feet of someone with COVID-19

- Isolation is if you have COVID-19 – staying home 10 days

Isolation and quarantine can have a **big impact** on reducing the spread of COVID

- Every person who stays home or at an isolation hotel will help save many, many people from getting sick.



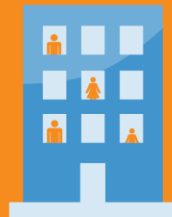
Source: COVID-19 Contact Tracing. Center for Teaching and Learning, John Hopkins Bloomberg School of Public Health.

<https://www.coursera.org/learn/covid-19-contact-tracing>.

Trace: What we discuss during our calls

- Educate about COVID-19 and their diagnosis or exposure
- Monitor every day for new or worsening illness
- Identify their contacts
- Recommend and support them isolation and quarantine
 - Offer the hotels for persons who can not effectively separate at home
- Ask about needs such as food and medication deliveries
- Let them know of the resources that are available for persons struggling with stress and with intimate partner violence
- Let them know when they can end isolation and quarantine
- Community Engagement Specialist can visit the home if we cannot reach the person by phone

STEP 3.
TAKE CARE



Wrap-Around Services “At Home” Strategy

- Goal: Keep New Yorkers isolating at home safe
 - H+H is partnering with the Mayor’s Office of Housing Recovery Operations (HRO)
- Contact Tracers ask cases and contacts if they would like to be referred to a resource navigator for help with resources (e.g. food, medical care, accessing medicine)
- The resource navigator calls them back within 24 hours to offer assistance

Resources Available

| | |
|--|------------------------------|
| Free Food Delivered to Home | Children/Parents |
| Medical/Healthcare | Work/Finance |
| Insurance | Housing/ Homelessness |
| Pets | Legal |
| Social Services (General) | Utilities |
| Resources for Women | Transportation |
| Other Food Resources | Funeral/Burial |
| Delivery & Other Mutual Aid | Immigrant Resources |
| Substance Abuse | Free Technology |
| Masks | Civic Engagement |
| Seniors | Free Exercise |

Resource Navigator Partners

COMMUNITY PARTNER RESOURCES

BronxWorks
Consortium for Worker
Education
SoBro
NMIC
Urban Upbound
Bedford Stuyvesant
Restoration
Corporation
Make the Road NY

Chinese-American Planning
Council
CUNY
JCC-SI
RiseBoro
Sunnyside
MetCouncil
SCO Family of Services
Catholic Charities

Hotel Program

- Goals of COVID-19 Hotel Program:
 - Reduce the spread of COVID-19 within living spaces, and in doing so, reduce community spread
- Intervention:
 - Free hotel rooms for people worried about getting others sick
 - Persons who have COVID-19, or COVID symptoms, or Contacts (ie. living with someone who has COVID-19).
 - Available to anyone who lives in New York City
 - **If you are worried you have COVID-19, then refer yourself to a hotel today to keep your family safe – you don't need to have been tested – you can get tested at the hotel, and then a few days later if it turns out you didn't have it, you can just return home then.**

H+H Hotel Experience

Guests will receive

- Meet with a social worker to learn what you need for a successful stay and for when you return home
- Free meals delivered 3 times a day to your room. Kosher, Halal, Vegetarian, Vegan avail.
- Free Wi-Fi, Cable TV, local phone, air conditioning
- You children or dependent elderly can come stay with you
- Regular wellness checks
- Access to video televisits with psychiatry, if needed
- 24-hour nursing services for any emergencies or questions
- Medication delivery
- Free transportation to and from hotel if needed
- Continuity of care – close coordination with outside providers

H+H Hotel Experience

Guests should bring

- Photo identification, if any
- 14-day supply of medications including any over the counter vitamins, supplements, or medicines recommended by provider or preferred by patient (e.g., Tylenol, fiber, nicotine replacement patches/lozenges/gum, etc.), and including Medication Assisted Treatment.
- No alcohol or recreational drugs
- Any items necessary for their stay:
 - Clothes, shoes, toothbrush/toothpaste, eye glasses/contacts
 - Dentures, hearing aids, prostheses as required, DME such as walker or wheelchair as needed
 - Personal electronic devices like cellphone/laptop/chargers and books/magazines/journals for entertainment
 - Small amount of cash or debit/credit for use of on-site vending machines
- If recently hospitalized, discharge paperwork and/or medication list

H+H Hotel Experience

Maintaining Continuity of Care

- Referring agency is expected to continue providing whatever care - follow-up phone calls, or televisits or in-person visits - as if the client were in their setting
- If client has home care, coordinate with us to transfer that care to hotel.
- Guests will receive clinical supportive services while in the hotel, but they are instructed to call their primary care provider for follow-up.
- Referring agency is welcome to do a visit for their client who is at hotel, but agency would need to bring PPE and proof of malpractice/indemnity.
- Guests receive guidance to call **911** if they have a medical emergency. On-site staff are constantly on each floor in the hallway and can help triage whether 911 is needed.

H+H Hotel Experience

Key points for youth and anyone who may struggle with isolation

- Youth under age 18 can only be admitted to the hotel if a legal guardian also comes to stay with them.
- The client need to be comfortable staying in the same room 24/7 – they can not leave their room.
- The client need to be comfortable with frequent wellness checks
- If someone self-discharges from the hotel (leaves before expected date), we do not call police. We do not let the person come back into the hotel, but they can be rereferred via the initial pathway and can be considered.
- Video of hotel: www.nychealthandhospitals.org/test-and-trace/take-care/

Duration of Hotel Stay

Some people are concerned they're committing to 14 days, so let them know - if they need to check out before the full 10-14 days it's totally fine.

Guests with possible or confirmed COVID-19 who are in the hotel to isolate are ready to check out when **all** the following are true:

- At least 10 days after symptom onset; AND
- Absence of fever for at least 3 days without antipyretics (if ever febrile); AND
- Overall illness has improved.

Guests who are in the hotel to quarantine (due to contact with persons with possible or confirmed COVID) are ready to check out when:

- It has been up to 14 days, **or**
- If their home circumstances change such that they can return home and self-isolate

H+H Hotel Referral Process

- Anyone, including the public, can call:
844-NYC-4NYC (844-692-4692)

Say you need a hotel because you have COVID or were exposed to COVID, and you will speak with a nurse who will begin screening process. May need to leave voicemail.

Transfer to hotel can happen within a couple hours of phone call.

Prompts to encourage your patients to access T2

- Testing
 - “You should get tested – even if you feel fine - it’s important to know if you have the infection or not and it’s a really thoughtful way to keep your family safe and healthy.”
- Trace
 - “If you test positive for COVID-19, you’ll get a call from our clinic and a Contact Tracer. Please answer your calls, even if you don’t recognize the number, and check your voicemail. Your Contact Tracer will help you figure out a plan to get what you need to be able to stay home for 10-14 days from when you got sick (exposed)”

Prompts to encourage your patients to access T2

- Hotels – for a Case or a Contact (does not need to have been tested)
 - “It’s so tough to wash every door handle, counter top, and sink every time you use it. You should go stay in a hotel for 2 weeks – that’s a great way to help keep your family safe.
 - The hotel rooms are really nice, you get 3 free meals a day, A/C, free wifi and cable tv. I will help make sure we transfer all your homecare services to the hotel.
 - If you need your kids to be able to stay with you at the hotel, they can come stay there, too.
 - And if you want a social worker to help you get services – they have one there who can help.”

Summary: We need all New Yorkers to know about

- **FREE COVID-19 Testing:** All New Yorkers can, and should, get tested.
- **ANSWER THE CALL:** Contact Tracers call from "NYC Test + Trace" or a number starting with 212-540 or 212-242.
- **FREE Resources:** The city is offering FREE resources as well as a care plan to help New Yorkers who test positive safely separate.

How your agency can help

There are many ways you can help out!

- Sharing content on social media.
- Engaging your constituents in a Test & Trace Corps town hall.
- Sharing palm cards.
- **Please let us know if/how you can participate by heading to this form <https://forms.gle/rXgQxXYjd7rnfiuR9>.**

Sample Tweets - [see graphics here](#)

- All New Yorkers should get a FREE #COVID19 test, whether or not they have symptoms or are at increased risk. Tests are FREE, quick and easy. Find a testing site near your home: nyc.gov/covidtest
 - [Click here to tweet above statement](#)
- If you get a phone call with 212 area code as the Caller ID, please pick up! It could be a contact tracer from the @NYCHealthSystem #NYCTestandTrace Corps ready to help you and your loved one stay safe from #COVID19. Learn more: testandtrace.nyc
 - [Click here to tweet above statement](#)

Resources

- COVID-19 Hotline: 844-NYC-4NYC (692-4692) to speak with a provider about symptoms or getting a hotel
- DOHMH Line: 866-692-3641 for general questions, work note
- Neighborhood resource snapshots:
<https://www1.nyc.gov/site/doh/covid/covid-19-communities.page>
- Dear Colleague COVID-19 newsletters (sign up for *City Health Information* subscription at: [nyc.gov/health/register](https://www1.nyc.gov/site/doh/providers/resources/health-alert-network.page))
- NYC Health Alert Network (sign up at <https://www1.nyc.gov/site/doh/providers/resources/health-alert-network.page>)

Resources (cont.)

- DOHMH Provider page: on.nyc.gov/covid19provider
- DOHMH Data page: on.nyc.gov/covid19data
- Weekly webinars: Fridays, 2 PM (sign up on provider page)
- www1.nyc.gov/site/doh/covid/covid-19-posters-and-flyers.page

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