

# Vermont National Guard Essex Alternate Care Facility

## *COVID-19 Medical Surge and Isolation & Recovery Site*

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### How to Make a Referral

1. Referring agency will initially assess whether the individual meets the criteria for admission at the site. Guests of COVID-19 recovery housing meet the following criteria:
  - ✓ Test positive for COVID-19 (confirmed case);
  - ✓ Minimal or no symptoms;
  - ✓ Require self-isolation due to risk of infecting others during recovery and have no other suitable place to self-isolate; **and**
  - ✓ Voluntarily choose to stay at the VTAG Essex Alternate Care Facility.
2. Referring agency will ensure that they have what they need to complete the referral via phone:
  - ✓ Permission from the client to make the referral
  - ✓ Access to the client during the referral conversation (conference call or sitting in the same room at a safe distance) to help answer questions

#### Part I – Confirming COVID+ Status

3. Call the Vermont National Guard Transfer Center at: 802-847-0217
  - a. This phone will be answered by staff with the Vermont National Guard and UVMHC.
  - b. Work with staff at the Transfer Center to complete the initial screening questions to confirm the positive test, identify who conducted the test, and the date when symptoms appeared. Transfer Center staff must speak with someone who can confirm the positive test and will pause the phone call to call the PCP or the Vermont Department of Health if need be.

The COVID+ individual is **not** admitted to the facility until staff conducts the second part of the intake process, which involves a comprehensive set of questions for the client.

If the individual is not present for the phone call, Transfer Center staff will call the COVID+ person to conduct part 2 of the intake process before determining client's eligibility.

#### Part II – Confirming Eligibility, Completing Intake

4. Transfer Center Staff will call the referring agency back to screen and assess individual for eligibility and identify other service needs and issues to support the individual if accepted at the site.
5. **Upon determining that the individual is accepted at the site, Transfer Center staff will ensure that the guest and staff are both prepared for arrival, and to coordinate transportation. Please do not send guests to the site until you have received this call confirming placement.**

6. Staff at the site will work to arrange telehealth care for individuals if they are not arranging their own care.
7. Upon arrival, guests will be asked to sign a document outlining guest protocols/agreements while at the site. This includes expectations around behaviors and substance use.
8. Guests' PCPs and the Vermont National Guard will participate in the discharge process to provide final authorization that staff can discharge guests.

## **Checklist for Referring Organizations**

**Any referring organization will be asked to provide the following information (as available) from the potential guest during the initial phone call to support staff in assessing appropriate placement.**

- Guest Name
- Date of Birth
- Do you have a Release of Information or can you complete one now? (Verbal and/or written)
- Are they on Medication Assisted Therapy? (this is not a barrier, just important)
- Living situation – what is the reason why they do not have a place to self-isolate? Where will they return to when they recover?
- Date of test – place and verification of positive result
- Date of onset of symptoms, if known
- Current symptoms
- Ability to care for self – for example ambulating, doing personal laundry, driving, taking medications, managing any chronic conditions
- Supply of medications – will they have at least 14 days with them when they arrive? If not, who orders their prescription?
- Are there any safety plans in place that we need to be aware of?

**Referring providers and potential guests will receive a return phone call confirming the guest has been accepted at the site, and to ensure the guest and staff are both prepared for arrival. Please do not send guests to the site until you have received this call confirming placement.**