

**INTAKE AND TRIAGE PROTOCOL  
FOR QUARANTINE AND ISOLATION (Q/I) HOUSING  
03/26/2020**

**FRAMEWORK ALGORITHM:**

Referral Source	Call Center Intake Coordinator, on-site medical personnel	Site Manager(s)	EMS Transportation
<ul style="list-style-type: none"> <li>• Healthcare Providers</li> <li>• Housing Shelters and Service Agencies</li> <li>• Congregate Living Facilities</li> <li>• Street Outreach Teams</li> <li>• Skilled Nursing Facilities</li> <li>• Law Enforcement</li> </ul>	<ul style="list-style-type: none"> <li>• Call center operations</li> <li>• Information collection</li> <li>• Triage determination (on-site medical personnel)</li> <li>• Coordination with Site Managers</li> <li>• Coordination with EMS Transport</li> </ul>	<ul style="list-style-type: none"> <li>• Confirmation of room availability</li> <li>• Determination of whether to accept guest based on individual needs and site capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation of individuals with serious respiratory illness or COVID-19 from current location to Quarantine &amp; Isolations site</li> </ul>

**DPH CALL CENTER INTAKE COORDINATION:**

**Quarantine and Isolation Intake Call Center**  
**833-596-1009**  
**Open 8 a.m. to 8 p.m.**

1. Healthcare providers, homeless shelters and service agencies, and law enforcement notify DPH of an individual who:
  - a. has COVID-19 symptoms (one of four symptoms: new cough, fever symptoms such as chills/sweats, new shortness of breath, and/or documented temp >100.4) with unknown COVID-19 status **AND** are independent of activities of daily living skills (ADLs)/ambulatory **AND** needs quarantine due to inability to shelter in place.
  - b. is COVID-19 test positive after hospitalization or clinical encounter **AND** is independent of ADLs/ambulatory **AND** who requires isolation due to inability to shelter in place.

The DPH Intake Coordinator will gather information using the Q/I Referral Form.

2. The intake coordinator reviews information collected and determines the Q/I options available to the individuals or families, and coordinates the housing placements and related transportation. The options provided to the individual will be determined by their needs, and by the amenities and parameters set by the individual sites, to the extent hospitalization is required.
3. After determining the case type and candidate site, the Intake Coordinator **contacts the appropriate site manager** (currently the only site online is Dockweiler Beach RV Camp) to assess intake capacity.

***IF THERE IS NO PLACEMENT AVAILABLE:** The Intake Coordinator will notify the referral of the inability to place an unhoused individual/family at this time. Then put the intake form in a **PENDING category file** for follow-up daily until placement becomes available. When follow-up placement is found, notify the referral source of room availability and coordinate transport.*

4. If placement is available, the Intake Coordinator will then **contact, and coordinate EMS transportation** and make pick-up arrangements for the Individual. Once completed, follow up with requester to provide the estimated time of arrival.

5. The Intake Coordinator will then fax or email the Referral form to the Reception Coordinator at the accepting facility.
6. Medical follow-up and monitoring of clients is performed by the on-site Case Manager until released from care.