

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

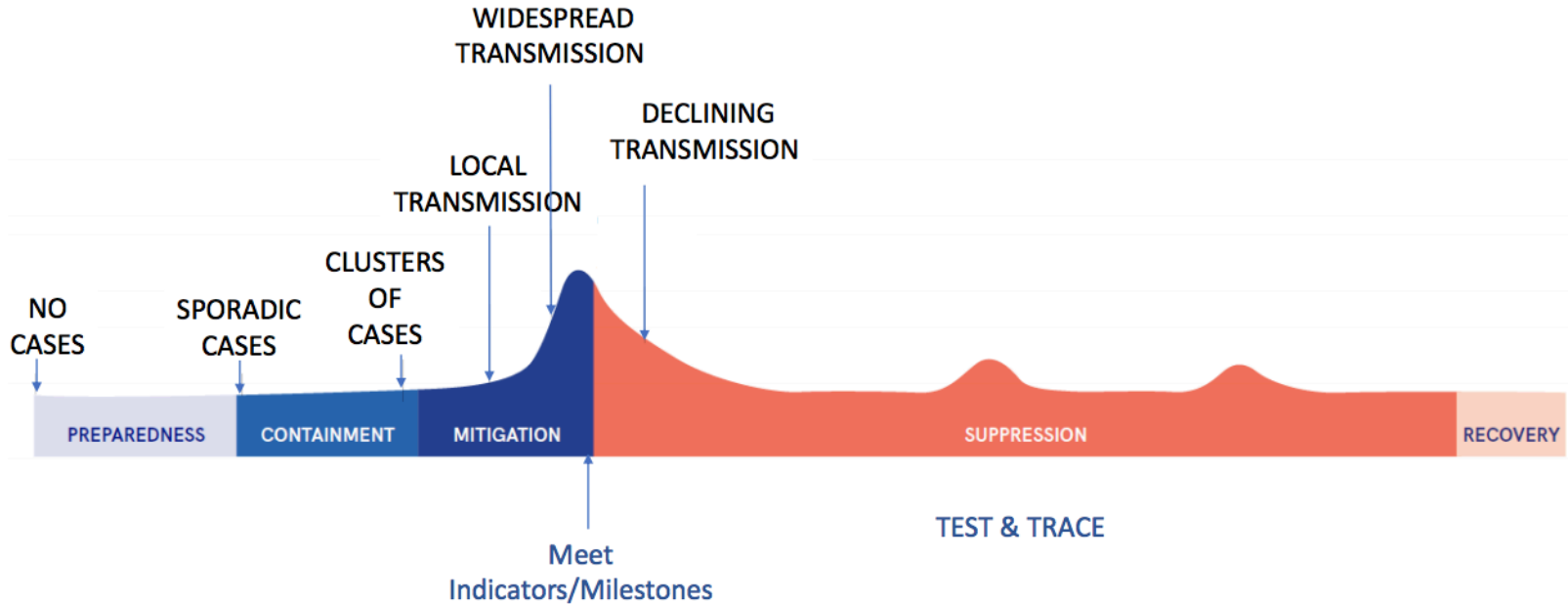
June 12, 2020

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Office of Ambulatory Care, NYC Health + Hospitals

Today's Webinar

- 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 for today:
 - 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
 - Call to Action
- Questions during the presentation:
 - **Type your questions into the Q&A box and we will address them at the end of the webinar**

Phases of COVID-19 Response



Test - Trace - Take Care

STEP 1.
TEST



Andrew Wallach, MD

>20,000 tests per day

>150 testing sites

STEP 2.
TRACE



Neil Vora, MD

1,700 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

Katherine Pivnicka-Worms, MD, MHS

Jeni Clapp, MPA

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

Our Commitment

- 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.
- Protect and maintain individual privacy and confidentiality.
- 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

- MAKE SAFE, FAST AND FREE COVID-19 DIAGNOSTIC TESTING AVAILABLE TO ALL NEW YORKERS
- Test 50,000 people per day by August 1, 2020
 - Leverage existing testing infrastructure at NYC Health + Hospitals
 - Build new NYC H+H “pop-up” testing locations throughout the City to ensure geographic reach to targeted neighborhoods
 - Establish partnerships with healthcare and community organizations to provide additional testing

Who should get tested

- All New Yorkers should receive COVID-19 diagnostic testing whether or not they have symptoms or are at an increased risk
 - Immigration status will not be asked and COVID-19 testing and care services are not a public benefit under the public charge rule
- Repeat diagnostic testing should be considered if an individual's previous test was negative and they
 - Are now exhibiting signs or symptoms of COVID-19
 - Are concerned by a possible exposure
 - Work in a residential congregate setting (e.g. shelter or nursing home)
 - 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)

How testing works

- Diagnostic COVID-19 tests obtain samples by:
 - Nasopharyngeal (long) swab inserted in the nose
 - Anterior nares (short) swab inserted in the nose
 - Saliva sample (coming soon)
- Free of charge (no out-of-pocket expenses or co-payments for testing but insurance will be billed if they have it)



How to find a COVID-19 diagnostic testing site

- [NYC.gov/covidtest](https://nyc.gov/covidtest)
- Call 311
- Hundreds of walk-in testing sites across the city, including at:
 - More than 30 NYC Health + Hospitals locations
 - CityMD clinics
 - Community partnership sites
 - Near NYCHA residences
 - NYC Parks and Recreational centers

Test sites



STEP 2. TRACE



Trace Goals and Terms

- Goals: Identify cases, trace their contacts, and recommend isolation or quarantine
- Case:
 - Confirmed Case: person with a laboratory-confirmed positive COVID-19 test result (molecular or antigen testing only, not antibody testing)
 - Probable Case: a person who is a contact of a COVID-19 case who has any symptom of COVID-19
- Contact:
 - Household members
 - Intimate partners (kissing or sex)
 - Individuals providing care in the household
 - Individuals who spent 10 or more minutes within 6 feet of a person known to have COVID-19 (regardless of wearing a face covering or not)

Confidentiality

- Test and Trace Corps cannot do its work without strict adherence to data privacy and security
- The data that are used by Test and Trace Corps are to protect individual and public health and stop the spread of disease
- The Test & Trace Corps will protect the confidentiality of information as required by law
- Any information shared with Test & Trace Corps will not be shared with immigration, law enforcement, or justice officials unless required by law

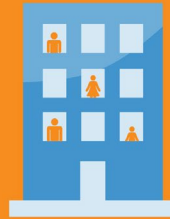
Trace Team

- **Case Investigator:**
 - Conducts phone interviews with people newly diagnosed with COVID-19 and asks about their contacts
- **Monitor:**
 - Follows up with cases and identified contacts for 10-14 days
 - Assesses cases' and contacts' need during their isolation and quarantine periods
- **Information Gatherer:**
 - Uses various resources to find additional contact information for cases and contacts
- **Community Engagement Specialist:**
 - Goes into the community to find the case or contact in person and encourage them to participate

Trace: What we discuss during our calls

- Educate about COVID-19 and their diagnosis
- Monitor daily for new or worsening illness
- Identify their contacts
- Recommend and support isolation
 - Offer the hotels for persons who can not effectively separate at home
- Screen for basic needs including food and medication delivery
- Inform them on the resources that are available for persons struggling with stress and with intimate partner violence
- Inform when they can end isolation

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 (HRD) to lead resource navigator operations
- HRD will contract with community-based organizations (CBOs) to hire 200 – 300 resource navigators and supervisors
- Resource navigators will help New Yorkers meet a range of needs (e.g. food, mental health resources) by connecting to City and local resources

How are cases/contacts referred to a resource navigator?

- Tracers ask cases/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
- Resource navigators walk through a short script and are able to field questions or requests

Resources Available at Launch 6/1/2020

Navigators focus on priorities, like food, medical services, medicine and safety.

An expanded and comprehensive list of resources by category is used as a resource guide to meet requests



General Resource Lists	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

Community Partner Resources

Each Resource Navigator Community Partner brings their own community resources to this effort. These are available for the specific Community Partner but may also be shared across the Program.

COMMUNITY PARTNER RESOURCES - SHARED	COMMUNITY PARTNER RESOURCES	
<p>Identify resources provided by Community Partners that can be shared across the Program.</p>	<p>BronxWorks Consortium for Worker Education SoBro NMIC Urban Upbound Bedford Stuyvesant Restoration Corporation Make the Road NY</p>	<p>Chinese-American Planning Council CUNY JCC-SI RiseBoro Sunnyside MetCouncil SCO Family of Services Catholic Charities</p>

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 who need to isolate from household members due to COVID-19 but cannot do so where they live
 - Persons who have COVID-19, COVID symptoms, or are living with someone who has COVID-19.

H+H Hotel Experience

Guests will receive

- Social worker will conduct a psychosocial assessment and will coordinate with referring agency
- Three meals a day delivered to room, A/C, Wi-Fi, Cable TV, local phone
- Children can be accommodated with parents
- Regular wellness checks
- Access to video televisits with psychiatry, if needed
- 24-hour nursing services for any emergencies or questions
- Pharmacy services for any regular (chronic medication care medications), which can be delivered to the room
- Free transportation to and from hotel if needed
- Continuity of care – close coordination with you

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.
 - Hotel can not provide Tylenol, etc. but guest can have meds delivered
- 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.

Duration of Hotel Stay

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

- Two ways to refer clients to H+H hotels
 - 1. Your staff can send an email directly to Community Care:
CommCareCP@nychhc.org
 - Include client name, DOB, telephone, your telephone.
 - If the patient has medical issues that need attention during the hotel stay, please make sure you have obtained written consent to share the information, but you do not need to forward that to us.
 - 2. 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 and pass on to Community Care.

H+H Hotel Referral Process (cont.)

- Two ways to refer clients to H+H hotels
 - After you email or call, the Community Care nurse will directly contact the client (within approximately 1 hour of your referral email) and will screen to decide whether client will qualify for hotel or for another level of care.
 - H+H Contact Center directly supports client for transportation. Transportation will occur within 1-2 hours after client qualifies and confirms they will be ready to go to the hotel.

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 stay inside and safely separated from other people – in your home or a free hotel room – to help protect them from getting COVID-19. And they don’t share this information with police.”

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.
- **Contact Tracers:** New Yorkers who test positive for COVID-19 may **receive a call**.
- **FREE Resources:** The city is offering FREE resources as well as a care plan to help New Yorkers who test positive safely separate.

How you 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 twee above statement](#)

Resources

- DOHMH Provider page: on.nyc.gov/covid19provider
- DOHMH Data page: on.nyc.gov/covid19data
- Weekly webinars: Fridays, 2 PM (sign up on provider page)
- Dear Colleague COVID-19 newsletters (sign up for *City Health Information* subscription at: nyc.gov/health/register)
- NYC Health Alert Network (sign up at <https://www1.nyc.gov/site/doh/providers/resources/health-alert-network.page>)
- COVID-19 Hotline: 844-NYC-4NYC (692-4692) to speak with a provider about symptoms or getting a hotel
- DOHMH Provider Access Line: 866-692-3641 for general questions
- Neighborhood resource snapshots: <https://www1.nyc.gov/site/doh/covid/covid-19-communities.page>

Resources (cont.)

NYC COVID-19 Citywide Information Portal

- Includes information on >150 testing sites in NYC: [NYC.gov/covidtest](https://www.nyc.gov/covidtest)

Other sources:

- CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

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