

# Current Shelter Clients - DHS As of 3/15/20

Ask all clients showing showing flu-like symptoms

1) Are you experiencing fever, cough or shortness of breath?  
or  
2) In the past 14 days, has anyone you've been in contact with traveled outside the United States or recently had contact with a person who is suspected or confirmed to have infection with COVID-19?

Proceed with usual DHS protocol for illness or injury

1) Give client mask to put on  
2) Isolate client in separate room.

Do you have a medical provider on site?

Medical Provider assess for COVID-19 and other health issues

Employee calls 911, requests client be transported to nearest H+H hospital, and calls receiving ER to let them know a suspected COVID-19 DHS client is being transported

Client is taken to hospital

Test is positive or awaiting results

Patient is taken to appropriate DHS quarantine facility

Patient is admitted to Hospital if exhibiting serious illness

Test is negative

Discharged to shelter placement

No

Yes

Yes

No

Client needs to be tested for COVID-19 and has existing care for other health issues

Client needs to be tested for COVID-19, and has other serious untreated medical issues, needs to go to ER for testing & treatment

Medical Provider determines no risk, other health issue treated following usual protocol

Client returns to shelter

Medical provider calls the NYC COVID-19 hot-line 929-296-4248 to schedule testing

Medical provider calls 911, requests client be transported to nearest H+H hospital, and calls receiving ER to let them know a suspected COVID-19 DHS client is being transported

Client is taken to testing center

Client is taken to hospital

Awaiting results

Patient is taken to appropriate DHS quarantine facility

Patient is admitted to Hospital if exhibiting serious illness

Test is negative

Discharged to shelter placement, notify medical provider

