

**DHS COVID-19 Protocol For Isolation and Discharge to Shelter**  
As of 4/21/20

Non-COVID-19 Patients follow all usual protocol including institutional referral process

DHS Clients: Pending Testing or Tested Awaiting Results: No Hospitalization Needed

Testing Center or Medical Provider calls SIU Hospital referral line at 212-361-5590

Shelter Providers email: [AdultsCOVID19@dhs.nyc.gov](mailto:AdultsCOVID19@dhs.nyc.gov)

Is client in a unit with an individual bathroom

No

Yes

Coordinate Transportation to Isolation Site with Provider

Coordinate Transportation to Current Shelter Placement with Provider

Isolation

Client recovers

Client worsens

End of Isolation = Negative test results or greater of:  
14 days from onset of symptoms or  
72 hours being consistently without fever without use of anti-fever medications (such as Motrin or Tylenol)

Call 911

Return to shelter/  
end of isolation

DHS Clients: Corona like illness (CLI) No Hospitalization, Not Tested

Provider calls SIU Hospital referral line at 212-361-5590

Is client in a unit with an individual bathroom

No

Yes

Coordinate Transportation to Isolation Site with Provider

Coordinate Isolation in Place with Provider

Isolation

Client recovers

Client worsens

End of Isolation = greater of:  
14 days from onset of symptoms or  
72 hours being consistently without fever without use of anti-fever medications (such as Motrin or Tylenol)

Call 911

Return to shelter/  
end of isolation

Hospitalized: Now Stable but Infectious

Hospital asks patient who has said they are 'homeless' have you been in a city run shelter?

No

OEM Isolation Sites

Yes

Hospital acknowledges that patient is ready to be moved to site with no or limited medical care

Hospital calls SIU Hospital referral line at 212-361-5590

Not DHS Client

OEM Isolation Sites

Is client assigned to a unit with an individual bathroom

No

Yes

Coordinate Transportation to Isolation Site with Provider

Coordinate Transportation to Current Shelter Placement with Provider

Isolation

Client recovers

Client worsens

Use discharge information from hospital to determine greater of: date of onset or last date of fever

Call 911

Return to shelter/  
end of isolation