



COVID-19: GUIDANCE FOR INFECTION CONTROL, PREVENTION AND DOCUMENTATION FOR INTEGRITY HOME HEALTH

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Inservice Topic

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SIGN LOGS

- ▶ For those that are using their tablets for patient's to sign, please stop using your tablets immediately.
- ▶ Please print several copies of the sign log form with your name on it already.
- ▶ You can pre-write the patient's name and you name but leave off the date of birth on the forms.
- ▶ Leave a few copies at the patient's home and have the patient place their own pen close by the forms.
- ▶ Explain to patients that we are practicing prevention and control of the spread of infection.
- ▶ After your every visit, please ask the patient to fill out the date of the visit, time in (and time out if you can, if not, time in only will be acceptable), and sign the form.
- ▶ Have the patient place the completed sign log on a flat surface.
- ▶ Without touching the sign log, use your own phone, with your clean, washed or sanitized hands, take a CLEAR photo of the sign log and immediately text a copy to our office at 602-997-0500 or if you prefer, and know how to, you can email it at intake@myintegrityhomecare.com.
- ▶ Once the photo has been sent to the office, you can immediately delete it from your phone. This way, you do not clutter your phone's memory with photos you do not need.
- ▶ Leave the completed copy of the sign log in the patient's home. We will not ask for the original and we will not need it at this time.

SCHEDULING VISITS

- ▶ When scheduling your visits, ask if the patient or anyone in the home has any symptoms of any flu or upper respiratory illness such as fever, cough, and colds.
- ▶ If the patient has any or all of the aforementioned symptoms, please ask the patient if he/she has recently left their home, traveled to a coronavirus outbreak area or has been in close contact with someone who has been infected.
- ▶ If the answer is no, then you may visit the patient but must wear your mask and gloves before entering the home. If our supplies permit it, you may mask the patient as well.
- ▶ If the answer is yes, assume coronavirus exposure, hold your visit, then CONTACT THE OFFICE immediately to report the situation. Everyone in the office is aware that they will find me and will relay the situation to me. I will then be the one that will call the patient and provide directions on what the next steps would be.
- ▶ To avoid confusion and panic, please do not call anyone else without my knowledge. I will be doing a quick and thorough investigation and will be the one calling anyone that had any potential exposure.

PPE SUPPLIES AND DISINFECTION

- ▶ Other than what was mentioned in the previous section, please do not use your PPE supplies unnecessarily.
- ▶ Perform hand hygiene with alcohol-based hand rub before and after all patient contact, contact with potentially infectious material, and before putting on and upon removal of PPE, including gloves. Use soap and water if hands are visibly soiled.
- ▶ There is a national shortage of all the PPE products and we would not want to re-use the equipment if the time comes that we will truly need them.
- ▶ All PPEs are on allocation. If you need any PPE supplies, please contact me.
- ▶ Adhering to proper bag technique is important now, more than ever.
- ▶ Only take out equipment that you will be using on the patient, such as your BP machine, pulse ox, thermometer, stethoscope, tablet or laptop - sanitize them after every use.
- ▶ Assisted living facilities routinely check their patient's vital signs every morning. Use this data, unless, the patient has a condition that warrants rechecking of his/her vital signs.

REFUSALS OF SERVICE

- ▶ If a patient refuses services due to their fear of the coronavirus exposure, you must call and notify the patient's PCP and report the refusal to the office right away.
- ▶ You need to clearly document the refusal and the reason for fear of the coronavirus exposure, including any of your efforts to educate the patient and family about the risk of refusing care as well as our practice of infection control.
- ▶ Patients and/or their caregivers can refuse a visit or all visits at any time. However, to remove the liability from us, it has to be documented clearly that the patient and/or family is the one that refused the services.

TELEHEALTH - CLARIFICATION FOR HOME HEALTH

- ▶ This is a direct quote from the CMS (Centers for Medicare and Medicaid Services) press release: "Home Health Agencies can provide more services to beneficiaries using telehealth, so long as it is part of the patient's plan of care and does not replace needed in-person visits as ordered on the plan of care."
- ▶ Telehealth encounters are NOT considered a billable visit in home health at this time. This may change in the next days or weeks. The National Assoc for Home Care and Hospice (NACH) has been persistently requesting CMS to consider making telehealth in home health a billable encounter.
- ▶ CMS encourages home health agencies to use telehealth but clarified to use it as part of the PDGM reimbursement. Telehealth will not be used and billed to replace an actual in-person visit.
- ▶ We can create a weekly frequency for non-critical patients to minimize exposure and limit non-essential contact with patients. In between the actual visits, you can do a telehealth call to assess the patient situation, including asking them to check their own vital signs. Interventions that can be addressed without direct patient contact could be accomplished through virtual and/or phone visits, even though they are not reimbursable right now. Avoiding unnecessary physical visits can lower the potential of infection. You then document that call as a comm note.
- ▶ CMS has relaxed its regulation and has approved that clinicians can use their own cell phone and app, such as facetime or skype in order to see the patient or a situation and document it as part of the telehealth communication.
- ▶ This also relates to the availability, or lack-there-of, of PPE. By avoiding non-essential visits, PPE can be preserved for in-person visits that are truly necessary.



Thank you for your time.

PLEASE CALL, TEXT, OR EMAIL ME IF YOU HAVE ANY QUESTIONS



Please check our website for
additional information and resources.

[HTTPS://WWW.MYINTEGRITYHOMECARE.COM/LEARNING](https://www.myintegrityhomecare.com/learning)