COVID-19 Case Identification and Client Flow: Home Visits

It is best practice to conduct a Risk Assessment over the phone when booking appointments. It is also recommended to perform a Point of Care Risk Assessment for COVID-19 at the beginning of the visit. This is in addition to the usual risk screening done prior to any home visit.

Is the client experiencing cold, flu or COVID-19-like symptoms, even mild ones?
Has the client travelled outside Canada, advised to self-isolate, or been in close contact with anyone with lab confirmed COVID-19?

**High risk screening for COVID-19:**
1. Don PPE for droplet and contact precautions (gloves, gown, procedure mask, eye protection) according to guidelines. N95 respirators are only required if you will be performing aerosol generating medical procedures (AGMPs).
2. Ask client to perform hand hygiene. Client must don a procedure mask if tolerated.

**Low risk screening for COVID-19:**
1. Prior to providing care, don universal PPE according to guidelines. This consists of donning a procedure mask and eye protection (face shield/goggles). Please refer to “An Interim Guide to Using Personal Protective Equipment” found here.
2. Don additional PPE as per employer requirements based on care plan.
3. Ask client to perform hand hygiene. Client must don a procedure mask if tolerated.

Please refer client for testing if client meets the criteria as per BCCDC found at: http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/covid-19-testing/viral-testing

**PROVIDE CARE**
1. Provide care as planned. If you feel the care plan needs to be changed, contact your clinical supervisor.
2. Provide the BCCDC Handout on Self-Isolating and review with client and household members, as required.
3. Ensure that they know to call 811 or their family doctor or nurse practitioner if their symptoms change.
4. Ensure they have the contact information for the program to which they are connected.

**WHEN CARE IS COMPLETE**
1. Doff PPE according to guidelines in an area where risk of re-contamination is low (i.e. outside the client’s home etc.)
2. Bag garbage and PPE that cannot be re-used outside client door. Discuss with client if they’re comfortable with you leaving it for client to dispose.
3. Eye protection and other equipment must be thoroughly cleaned and disinfected prior to transport using disinfectant wipes.

If at any time the patient presents shortness of breath, difficulty breathing, chest pain, confused, OR loss of consciousness

Call 911 and/or follow existing Community emergency protocols. On the call, relay whether the client has COVID-19-like symptoms. Inform client’s family and/or Substitute Decision Maker.

If you have questions about this flow, please email cdmgmt@fnha.ca or call toll-free: 1-844-364-2232 (Option 3)