

TDMHSAS Recommendations for Coronavirus (COVID-19) for Tennessee Recovery Navigator Providers

It is recommended that all providers regularly check <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> and <http://www.tn.gov/health/cedep/ncov.html> for updated information and make any changes in procedure as needed.

NOTE: Telehealth and/or telephonic services should be utilized whenever possible. Always maintain 6 feet or more distance when conducting a face to face assessment. If patient is symptomatic, prioritize medical intervention first before addressing the substance abuse needs, to contain any potential spread of virus. Ensure all staff have access to an **alcohol-based** hand sanitizer.

Hospital Interaction

- Please ensure you are touching base with each of the hospitals you serve to learn what protocols they have put in place for the emergency departments and units.
- Communicate with the hospital what protocols you are putting in place for your agencies and staff.
- Create a plan with the hospital on how you would like new referrals to be sent to the Navigators.
 - o Please ensure if you are moving to telehealth or telephonic services that informed consents are being obtained. Guidance on this is provided here: https://www.tn.gov/content/dam/tn/mentalhealth/documents/TDMHSAS_Provider_Call_3.17.20.pdf

In-Person Meetings

If Navigators are meeting with patients in-person, follow these guidelines:

- Ensure screening questions have been asked by ED staff or by asking them yourself (see screening criteria below). If yes to both (a) **and** (b) **or** (c) **or** (d) above, follow all infection control precautions. If no to all, proceed as usual *but always wash your hands before and after encountering each individual patient.*

- Ensure anyone experiencing symptoms is wearing a face mask before conducting an assessment.
- Maintain 6 feet or greater distance during screening.
- For anyone experiencing symptoms with a fever over 100.4 degrees, navigators should request a N-95 mask for ED Staff. If a N-95 mask is not available, use all other PPE available and maintain 6 feet or greater distance.
- For anyone with a fever over 100.4 degrees, do not refer for substance abuse treatment services until fever is absent for more than 24 hours.
- For any suspected cases that are not already in a medical facility, contact TDH at 615-741-7247 for next steps.

Screening Criteria

It is preferred the ED staff conduct this, if it is not conducted prior to you meeting with the patient please follow-up with ED Staff to conduct.

- a) Fever, cough, shortness of breath or any flu like symptoms? AND
- b) Traveled to affected area past 14 days? OR
- c) Had contact with any confirmed COVID-19 patient within 14 days of onset? OR
- d) Has anyone you have come in contact with in the past 14 days had fever, cough, shortness of breath or any flu like symptoms?
 - ❖ If **yes** to both (a) & (b) or (c) or (d) above, ask the person if they have been seen by a medical provider.
 - ❖ If **no** to all four, the patient is not currently at risk of having COVID-19 and you may conduct business as usual.
 - ❖ If no to (a) but yes to (b), (c) or (d), proceed with caution but medical screening may not be necessary in the absence of current symptoms.
 - ❖ ***Attempt to provide navigator services by phone whenever possible.*** If person is at risk of having COVID-19, direct the person to a medical provider. (DO NOT automatically send to the ED unless that is the only option) You can always call 615-741-7247 to determine if the person is eligible for lab testing and where to send them.

If symptomatic and unable to address needs by phone, prioritize medical intervention first before addressing the substance use crisis to contain any spread of virus.

If there are any other questions please contact Jessica Ivey at Jessica.Ivey@tn.gov.