

# Emergency Workflow – COVID19

Behavioral Wellness and STAR - Uptown, James West, and Englewood

## Tiered Response to Service Provision:

### Level One: Monday 3/16

- Staff remain primarily onsite, at their assigned locations
- Staff request that participants whom are currently sick or symptomatic reschedule appointments
- Staff are asked to begin limiting face-to-face interactions, and maintain six feet of space between themselves and participants.
- Staff communicate to participants that in-person visits will start to be scaled back, and to prepare for suspension of in-person visits.
- Modified STAR workflows take effect
- Staff are approved to completed documentation at home.
- Staff are asked to maintain their Centricity schedules with all scheduled appointments and phone contacts to ensure that interruption of services does not occur if staff are unexpectedly out of the office.

### Level Two: Beginning 3/18

- When onsite, staff are asked to work from only their assigned work location, not traveling to other locations.
- Maintain at least one on-site provider at Uptown and Englewood clinics, for part of day; Phone on-call provider available for James West site.
- Staff complete all visits/services via phone unless clinically indicated.
- Staff are approved to complete work from home.
- Modified STAR workflows take effect.
- Staff continue to maintain Centricity schedules
- All group activities are suspended.

### Level Three: TBD

- All services occur remotely
- Maintain on-call behavioral health triage staff for medical providers at staff at each location.
- Modified STAR workflow continues
- Staff continued to maintain Centricity schedules

## Assigned Staff Locations:

Uptown: Brian Truncale, Sheil Shah, Daniel Villar

James West: Tony Strong, Megan Gray-Gordon operates as on-call clinician

Englewood: Carla Davis, Laura Howland

## Assigned Remote Triage Provider:

Uptown: Brian Truncale/Sheil Shah

James West: Megan Gray-Gordon

Englewood: Laura Howland

Back-Up – All Sites: Mindi Dewey-Rosburg

#### Remote Work Protocols:

- Staff should sign in and out from home the same way that they are doing when work from office
- Staff are expected to sign in to Skype for entirety of work shift
- Remote access policies will be shared, and followed by all staff
- Staff are expected to join morning and afternoon skype calls with the BW/STAR team; if staff are unable to join they are expected to notify their supervisor via text, call or email.
- Staff are expected to call into their assigned clinic's huddle skype meeting in the morning.

#### Tasks that can be performed from home:

- Modified STAR workflow for all STAR visits, effective immediately
- Phone check-ins/visits with participants, effective immediately and ongoing
- Clinical Documentation
- Other administrative tasks: client list organization, group curriculum formulation, other tasks as assigned.

#### Manager Support:

- Daily availability for staff for consultations, assigned tasks and any other needs.
- Facilitate morning and afternoon team huddle calls
- Operates as back-ups for any mental health triage needs
- Emailing and texting case managers to inform about any updates regarding this outbreak and about the new instruction issued by HAH management and outside resources like CDC, IDPH and CDPH regarding to this infection outbreak.
- Provision of other resources as needed by staff