

**COMMUNICATION AND PROTOCOL FOR PATIENT WHO IS COVID PUI AND COVID-19 TEST PENDING
AND LEAVES THE HOSPITAL AGAINST MEDICAL ADVICE.**

THIS GUIDANCE IS TO SUPPLEMENT THE EARLIER COMMUNICATIONS YOU HAVE RECEIVED ON THIS.

PLEASE SHARE THIS WITH YOUR LEGAL COUNSEL AND APPROPRIATE STAFF

Good afternoon,

Thank you for everything you have been doing to ensure people are safe and receive the adequate care needed, as well as the coordination with everyone involved in this pandemic response.

We wanted to send out some instructions for hospitals on what to do if an individual who is homeless and under COVID investigation or awaiting testing for COVID-19 is discharged or leaves AMA from the hospital.

BPHC will be using InformaCast, an automated process to send out real time notifications to a group of providers by text, e-mail, and/or phone of key information.

COVID Related Hospital Discharge/AMA Communication:

Note this is only information about communication procedures for COVID-related testing, AMA and discharges. Emergency shelter is not a discharge location.

- **If client leaves hospital AMA**, the hospitals will call **BPHC's on-call number 617-645-9680** to inform BPHC of a patient leaving AMA and provide the patient's :
 - First and Last Name
 - Date of birth
 - Location the patient is leaving from
 - Instructions of where client should return to or contact:

- **If a patient has tested negative and is being discharged**, hospitals should:
 - Send the client with discharge paperwork that specifies:
 - Name and date of birth, date of discharge
 - A statement or check box that states:
 - Client is cleared to stay in a congregate care setting
 - No COVID test indicated or performed
 - No Quarantine is needed
 - Alternative Diagnosis:
 - Name of hospital contact and phone number for follow-up questions
 - Fax the discharge paperwork to (617) 977-8834
 - This is an e-fax number which multiple providers will have access
 - *This is only for COVID related discharges*
 - Call the on-call number: 617-645-9680
 - BPHC will then send an InformaCast alert to providers so that the providers may follow the shelter screening and entry procedures.

April 1, 2020

- **If a patient returns to the hospital**, please call the BPHC on-call number: 617-645-9680 so that BPHC can send an InformaCast alert to providers with the updated information.
- **If a patient is pending test results and/or positive for COVID-19 and needs quarantine and isolation**, hospitals should call Boston Health Care for the Homeless at 857-275-1790 for quarantine and isolation referrals.

Reminders:

- Clients who are pending test results, have been exposed, or have tested positive will not be permitted into shelter/congregate care setting without proper discharge paperwork.
- This is only information about communication procedures for COVID-related testing, AMA and discharges. Emergency shelter is not a discharge location.
- This is an evolving system and things may change. If and when they do, we will be sure to notify you all of the changes as soon as possible.

Thank you,

The Stephen M. Lawlor Medical Intelligence Center

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