

# Social Determinants of Health COVID-19 Outreach Protocol

During these difficult times, it is important to reach out to patients who may need additional support addressing social determinants of health. The CareAllies Community Health Advocate Team (CHAT) created this guide to help you outline outreach protocols for your organization.

## Suggested Criteria for Priority Outreach

- ▶ 75 or older
- ▶ Lives alone
- ▶ Smokes
- ▶ Has any of following diseases: congestive heart failure (CHF) cardiovascular disease, diabetes, hepatitis B, chronic obstructive pulmonary disease (COPD), chronic kidney diseases or cancer.

## Sample Introduction Script

“Hello, my name is \_\_\_\_\_ and I am calling on behalf of \_\_\_\_\_.”

Confirm identity using existing procedures:

“Can you verify your date of birth? And, can you tell me your address so I can make sure my files are accurate?”

Receive verbal approval for discussion:

“Is this a good time to speak with you?”

If patient is unable to speak on their own behalf, but they indicate they have someone you can speak to:

“Can you give me verbal approval to speak with \_\_\_\_\_?”

WRITE DOWN NAME/ RELATIONSHIP

“I’m calling to make sure you have everything you need right now.”

PROCEED WITH QUESTIONS

## Assessment

**Does the patient have all the medications they need for the next 30-90 days?**

- ▶ Suggest mail-order pharmacy
- ▶ If not interested, can they ask if their pharmacy will deliver? If current pharmacy will not, suggest they transfer their prescription to a pharmacy that will deliver
- ▶ If patient is only getting 30-day supply of medications, suggest they switch to 90 days

**Does the patient have all required durable medical equipment (DME) such as oxygen?**

**Does the patient have enough food supplies to sustain for 2+ weeks?**

- ▶ Are they able to use a service such as [Access2Care](#) for rides to the grocery store?

**Does the patient need help with getting groceries delivered?**

- ▶ Call United Way at 2-1-1 to help locate support

## **Does the patient need to know where the COVID-19 testing sites are located?**

- ▶ Suggest local test sites, if necessary

## **Advise patient on what to do if they feel symptoms.**

- ▶ Follow your protocol
- ▶ Refer to the [CDC website](#) for any questions concerning COVID-19

## **Check in on their mental health. Do they need behavioral health support?**

- ▶ 24/7 Institute on Aging's Friendship Line for people 60+ experiencing mental health challenges or loneliness: 800-971-0016
- ▶ 24/7 National Suicide Prevention Lifeline for people in emotional distress or suicidal crisis who need support: 800-273-8255
- ▶ If necessary, suggest they contact their health plan for support
- ▶ Suggested talking points to help cope:
  - ▶ Discuss their plans to avoid/relieve stress and suggest limiting television
  - ▶ Encourage staying physically and mentally healthy by following CDC recommendations such as wearing a mask and frequently washing hands and physically distancing (not socially isolating)
  - ▶ Encourage them to set up a plan with friends, family and neighbors to check in and keep each other company over the phone or internet
  - ▶ If they can't walk outside, suggest walking inside
  - ▶ Suggest starting that hobby they've been meaning to learn
  - ▶ Volunteer time by calling individuals who may be isolated, or looking for people in their neighborhood they can help or talk to at a safe, 6-foot distance.

## Example Follow-up Protocol

Follow up soon if a patient was experiencing high anxiety and/or had multiple social determinants of health COVID-19 needs. Give them your phone number to contact you if needed.

Follow-up later if patient appears to be coping well, has needs covered and agrees to follow-up.

## Senior Safety Reminders

- ▶ Remind them to be aware of fraudulent prevention medication scams aiming to obtain their personal information and their money.
- ▶ Recommend that they don't give to charities that call over the phone. If interested, give to established organizations.
- ▶ Encourage them to have deliveries left outside in order to reduce exposure for both the patient and the delivery person.
- ▶ Discuss having a plan if the delivery person must come inside to drop off packages. These include: making sure the patient sees their credentials and leaves the door open until they finish bringing in the delivery. If tipping, having the tip ready in their pocket, or hand, and not in the wallet or purse. If they can, calling someone to be on the phone with them while the delivery is being made, and letting the person on the line know the delivery person's name and company.

## Helpful Phone Numbers

