

Guideline for access to Health and Complex Care Hotels for Inpatients



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

This document provides information on who is considered suitable for emergency accommodation for COVID 19 self- isolation. Emergency accommodation is available for people in Victoria who need support to quarantine or self-isolate safely.

Emergency accommodation is strategy of last resort. The preference is that people who need help to quarantine or self-isolate should be supported to stay at home, so they can continue accessing their regular health and wellbeing services whilst isolating safely in familiar surroundings.

Emergency accommodation is available for people who:

- have been diagnosed with COVID-19 or are a primary close contact of a person with COVID-19, and
- cannot quarantine or self-isolate at home or in their usual accommodation within the community because they would present as a risk to others (e.g. unable to put in place strategies to isolate from others within their home environment; homeless and present a risk of transmission in the community due to inability to isolate).

Emergency accommodation for COVID positive and Suspected COVID includes:

- Hotel Quarantine
- Health Hotel / Complex Care Hotel

Suitability

Hotel Quarantine:

COVID positive or primary close contact patients who are medically stable and fully independent with mobility, transfers, showering, dressing, toileting, continence management, eating, and medication management to access hotel quarantine.

Patients accessing hotel quarantine must be able to:

- Transport own belongings into hotel room
- Not require any equipment (e.g. over toilet frame, oxygen) or be able to set up and manage themselves

- Adjust to potential challenges in the environment (e.g. may need to bend to floor level to pick up food trays)

Health Hotel / Complex Care Hotel:

COVID positive or primary close contact patients who are medically stable and fully independent with mobility, transfers, showering, dressing, toileting, continence management eating, and medication management to access health hotels. Some increased assistance is available in health hotels / complex care hotels to support patients such as:

- telehealth medical and clinical psychology input
- potential to provide nursing or medical visits (the availability of these visits is very limited)
- equipment to support patient care can be setup for the patient prior to their arrival (e.g shower stool, over toilet frame)
- the ability to adjust the environment to meet patients' needs (e.g. food or daily medications can be place on a chair outside the patients room if patient cannot bend to floor level)
- once daily or twice daily delivery of medications for patients who would be at risk if provided with several days' worth of medication at the one time

Referrals

Referrals must be made using the referral form which is available via the link below: (please click on complete an online referral) <https://www.coronavirus.vic.gov.au/emergency-accommodation-community-members-who-cannot-quarantine-home>

Ensure the following is included in the referral:

- Whether emergency accommodation is required in a health hotel or hotel quarantine
- Specific details regarding why the patient is a primary close contact and that this status as a primary close contact has been recorded by DH
- Specific details regarding why the patient cannot return home or into the community. e.g. risk of transmission to other household occupants, risk of transmission to community if homeless, etc.
- Include specific information related to transmission of COVID risk. e.g. risk of transmission to others in the household, to others in the building/complex outside home or to others in the community.

- Include name of Health Service, patient location (site and ward), name and DOB and key clinical contact.
- Highlight this is a high priority linked with COVID demand in a health service impacting access and flow
- Provide relevant medical history for patient
- Specific and comprehensive detail regarding functional, equipment, medical and support needs of patients

All high priority referrals will be sent through to AH Hotels Service by IIATS for same day review. Please follow up via contacting IIATS on 1800365100 to assess the risk and establish the priority for accommodation.

FAQ

Can the health hotel or hotel quarantine assist with wound dressings and if so – what frequency would be manageable i.e daily, 2nd daily, etc)?

Patients need to manage their own dressings however the health hotel can assist with sourcing supplies.

Can people requiring O2 concentrator be accommodated?

This may be considered but the patient must be self-caring and medically stable.

What sort of frequency of medical support can be offered in health hotels?

Medical and mental health input can be provided via telehealth daily at a maximum within health hotels. Occasional reviews within the patients' room can be facilitated as a last resort within health hotels or in response to emergency situations.

Can patients in hotel quarantine or health hotels be supported for Blood sugar monitoring or insulin injections?

No, patients must be fully independent in these tasks. Health hotels can assist with sourcing supplies

Do health hotels dispense medication?

Health hotels can dispense daily medications and consider bi-daily (BD) dispensing of oral medications. These medications will be left at the patients' door.

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INFORMATION FOR HOTEL QUARANTINE AND HEALTH HOTEL / COMPLEX CARE HOTEL (provided from Alfred Health)

Patient Assessment	Suitable for Quarantine Hotel	Suitable for Health Hotel	Suitable for Complex Care Hotel
Medical Conditions*	No medical conditions or has conditions that are stable, self-managed and not anticipated to deteriorate	Controlled or chronic medical conditions* that may require some clinical input or advice in the next 14 days Eg. COPD, Chronic wound, diabetes	
Frailty	No significant frailty and is otherwise well	Frail but with sufficient cognitive, communication and physical function to be able to safely manage with assistance of travelling companion and/or very limited scheduled clinical visits. Must be able to escalate concerns if they arise	
Mobility	No mobility issues	Can mobilise independently (with or without aids) or with assistance of travelling companion (person undertaking quarantine with the patient)	
Activities of Daily Living	Independent in toileting, showering, dressing, eating and beverage making (Able to provide care for any dependent children who may be present in hotel quarantine)	Independent in toileting, showering, dressing, eating and beverage making <u>or</u> Requires assistance with either toileting, showering, dressing, eating or beverage	

		<p>making and this assistance is provided via a travelling companion.</p> <p>Staff are able to set up equipment to enable independent ADLs.</p> <p>NB – Clinical staff are unable to assist with showering Health Hotel residents</p>	
Children	Accompanied children who do not have special needs	<p>Unaccompanied children 13 years or over</p> <p>or</p> <p>Children whose Guardian requires a Complex Care or Health Hotel</p>	
		<p>Accompanied children of any age with special needs related to a cognitive, physical, behavioural or mental health condition that can be managed safely within a hotel environment</p>	
Pregnancy	Pregnant healthy women of less than 34 weeks gestation with an uncomplicated pregnancy who have had previous clinical review	<p>Pregnant women of any gestation who are COVID positive or symptomatic but not requiring acute care</p>	<p>Pregnant women who are</p> <ul style="list-style-type: none"> - greater than 34 weeks gestation or - are 20+ weeks gestation and have not had clinical review - have a higher risk pregnancy but is currently stable (eg multiple birth, geriatric pregnancy)
Mental Health	Have no history of mental health conditions or whose mental health condition is managed well independently with/without medication	<p>Have a history or current experience of mental health concerns (anxiety, depression, claustrophobia etc) with or without challenging behaviours but have no active suicidal ideation. Should receive a clinical review within 24 hours</p>	

Drug dependency	Has no reported drug or alcohol dependency Is either a smoker or occasional smoker (requiring nicotine replacement therapy) or non-smoker	Has a drug or alcohol dependency with no significant behaviour issues Active smoker requiring nicotine replacement therapy, or is a non-smoker
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Relevant services and Contact Details:

- Please contact the ACE team to assist with any referrals relating to hotel quarantine or health hotel / complex care hotel (available 7 days per week) 0800 – 1630hrs.

Sunshine Hospital

- Mary Hartley: 0466 835 758
- Neil Griffiths: 0466 401 396
- Penny Angus: 0434 888 801
- Janet Dickinson: 0481 914 987

Footscray Hospital

- Ali Sales: 0435 696 820
- Jacinta Korbut: 0434 682 768
- Lin You: 0466 497 889

Williamstown Hospital (Mon-Thurs)

- Pauline Aquilina: 0434 626 784
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- Allied Health teams should be engaged, where indicated, to assist with problem solving functional or patient well-being barriers impacting a patients ability to access hotel quarantine or health hotel/complex care hotel (please ensure that awareness of the above criteria for both hotel quarantine and health hotels / complex care hotels is considered when making a referral to Allied Health to assist with overcoming barriers)
 - Please contact Matthew Thorpe (Occupational Therapy Manager on 0466169841) with any queries or concerns re: referrals to hotel quarantine and health hotels / complex care hotels (Monday-Friday 8am-4.30pm)