

Homelessness COVID-19 hospital presentation



COVID - 19

Be Safe -- Be Smart -- Be Kind

This document provides guidance to Western Health staff regarding the process and steps to manage and support discharge planning for identified homeless patients with either suspected COVID (SCOVID) or confirmed COVID. Identified homeless patients may present to a Western Health Emergency Department and/or require hospital admission due to COVID or SCOVID.

Applicability

This guidance applies to scenarios whereby a person who is homeless presents to a Western Health Emergency site for COVID/SCOVID and needs support to quarantine or self-isolate upon discharge/when leaving hospital. Emergency accommodation is available to homeless patients who have been diagnosed with COVID-19 or are a close contact of a person with COVID-19 and who cannot quarantine or self-isolate safely, due to having no suitable or stable housing/accommodation.

Actions to take when a Homeless patient leaving hospital requires self-isolation/quarantine:

Should it be determined that a patient identified as homeless with suspected COVID or SCOVID, is requiring accommodation when leaving hospital to self-isolate or quarantine, the following steps should be taken:

- The treating team to confirm that identified homeless patient is medically ready to be discharged and leave hospital
- The treating Western Health staff member should establish with the patient that they have no suitable discharge destination or options to safely isolate and quarantine.
- During specified business hours within the Emergency Department, referral to be made to the ACE team (Monday- Sunday 7.30am- 9pm) or if admitted to a ward as an inpatient, to Social Work (Monday- Friday 8am-4.30pm), to assist with the referral process for Emergency Accommodation suitable for Homeless patients needing to quarantine and isolate. The COVID Isolation and Recovery Facility (CIRF) at Sumner House provides accommodation for those who are COVID/SCOVID and needing accommodation to self-isolate or quarantine.

COVID Isolation and Recovery Facility (CIRF):

CRIF at Sumner House is a facility operated by a consortia of Brotherhood of St Laurence, Launch Housing, and St Vincents Hospital Melbourne which provides clinical governance and health care. St Vincents Hospital Melbourne coordinates the intake and referral process. CRIF accepts both SCOVID/COVID homeless patients however when at capacity may be only able to accept confirmed COVID.

The CIRF provides assistance to people who are experiencing homelessness and who:

- Have undergone testing for COVID-19 and are awaiting results

- Have returned a positive COVID-19 test result
- Are required to self-isolate and do not have suitable housing from which to do so
- Are homeless, being discharged from hospital and require suitable accommodation from which to recover from COVID-19.

Referral pathway to CIRF for homeless patients who need to quarantine/self-isolate:

The Western Health ACE team or Social Work can complete the following referral pathway for Emergency Accommodation to CIRF. CIRF accept referrals between 8am- 8pm, 7 days a week.

Referrals to CIRF can be made via one of the following ways:

- Direct referrals can be made from health and housing services by emailing the St Vincent's CIRF Team Leader at CIRFteamleader@svha.org.au and noting your referral is for 'CIRF Accommodation'
- Telephone referral can be made via the Integrated Intake and Assessment Triage Service (IIATS) by calling 1800 365 100 and ensure you advise referral is for 'CIRF Accommodation'

More information regarding IIATS is available at the following link:

<https://www.coronavirus.vic.gov.au/emergency-accommodation-community-members-who-cannot-quarantine-home>.

Relevant Services and Contact Details

- **ACE** are available within the Emergency Department, 7 days per week 7.30am- 9.00pm and can be contacted on 8345 0189 or 8345 0154 (Sunshine) and 8345 7298 or 8345 6731 (Footscray).
- **Social Work** is available Monday- Friday 8am – 4.30pm. Referrals to be made to Social Work via EMR and/or Ward/Unit Social Worker.
- **Integrated Intake and Assessment Triage Service (IIATS)** 1800 365 100
- **COVID Isolation and Recovery Facility (CIRF)** CIRFteamleader@svha.org.au