

Homelessness COVID-19 hospital presentation



Western Health

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 with 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.

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

The Western Health ACE team or Social Work will complete the following referral pathway for Emergency Accommodation. Emergency Accommodation can be accessed via a referral to the Integrated Intake and Assessment Triage Service (IIATS) for homeless patients needing to quarantine and self-isolate safely as a result of COVID-19.

Referrals to IIATS for Emergency Accommodation can be made via one of the following ways:

- Online referral form <https://iiatsreferral.justice.vic.gov.au/iiatsreferral>
- Telephone referral: IIATS 1800 365 100 and ensure you advise referral is for 'Emergency Accommodation- Homeless patient'.

- Email referral: IIATS@justice.vic.gov.au and ensure you note referral is for '**Emergency Accommodation- Homeless patient**'.

More information regarding Emergency Accommodation and 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