## Kitsap County COVID-19 Referral Process for Quarantine or Isolation for Community Based Organizations – Updated 8/5/20

Organization has client/guest who is COVID-19 symptomatic or is confirmed positive **Client/Guest calls their Primary Care Provider** (PCP). If guest does not have a PCP, they call 1 Peninsula Community Health Services, 360-377-3776, M-F 7:30a - 8:30p, Sat 9a - 3p PCP determines if referral to Q/I is needed. 2 If YES, then gives Q/I Referral Coordinator (QIRC) phone number to individual 360-377-7777 AND 3 **PCP** gives individual **PCP calls QIRC** & phone number of immediately with 4 **QIRC** client/guest's name Client/guest calls QIRC for screening, appropriate Q/I Center placement, and transportation needs QIRC calls PCHS with referral details OR **NO CONCERNS CONCERNS PCHS directs QIRC to** PCHS calls client to proceed with further screen admission OR **ELIGIBLE** NOT **ELIGIBLE** Referral proceeds **QIRC** follows up on other solutions QIRC calls Q/I Site Manager, Olympic Ambulance (if necessary), and client/guest to confirm details of transportation and Q/I 7 Center admission. QIRC continues to facilitate communication as needed until client/guest is admitted to Q/I Center.

Referrals are available 7 days/week, 9am – 9pm, and after hours with pre-approval

## **Written Summary of Referral Process**

- If concerned about COVID-19 symptoms, Community Based Organization assists their client/guest with calling their Primary Care Physician.
- Primary Care Physician determines if a referral to Quarantine or Isolation is warranted. If so, PCP informs client/guest that a referral will be made, provides client/guest with phone number for Q/I Referral Coordinator and directs client/guest to call Q/I Referral Coordinator after 10 minutes has passed.
- 3. PCP calls Q/I Referral Coordinator and provides name of individual being referred.
- Referred client/guest calls Q/I Referral Coordinator.
- Q/I Referral Coordinator screens referred client/guest for inclusionary/exclusionary criteria as well, which of the Q/I Centers may be appropriate and determines transportation needs.
- 6. Q/I Referral Coordinator calls PCHS Referral and Consultation Line and provides referral details.
  - a. If PCHS has any concerns or additional questions regarding referral, PCHS will call the referred client/guest to obtain additional information.
  - b. If PCHS does not need additional information to approve client/guest's admission, then PCHS will direct Q/I Referral Coordinator to proceed with admission and further coordination will occur between Referral Coordinator and Q/I Site Manager.
  - c. If PCHS determines the needs of referred client/guest exceed what Q/I Center can safely provide for, then Q/I Referral Coordinator will be informed and make note for additional follow-up and problem solving.
- 7. If proceeding with admission, then Q/I Referral Coordinator calls Site Manager. If needed, Q/I Referral Coordinator calls Olympic Ambulance to arrange transportation. Communication between Q/I Referral Coordinator, Site Manager and client/guest continues, as needed, until client/guest arrives at Q&I Center.