



# Common Ground Community Health Volunteer Workflow

## Community Health Volunteer Protocol

Most people who get COVID-19 will have mild symptoms and a full recovery, however up to 20% of patients may require hospitalization for monitoring and supportive care. Patients who test positive for COVID-19 but are mild in symptoms will be asked to self-quarantine at home.

Our goal as volunteers is to decrease the burden on the healthcare system by monitoring community members with COVID-19 to identify those that need to be treated in the hospital or seen by medical professionals.

You will be assigned community members who have tested positive for COVID-19. These people will be given a pulse oximeter and instructions on how to use one. Your job will be to check on these community members every day by phone and document worsening symptoms and document pulse oximetry readings.

All volunteers are supervised by a clinician on call for the hotline phone, which is staffed 9am-9pm. After 9pm, if a patient is feeling at risk, have them go to the emergency room or call 911.

## Healthcare Workflow

Call each patient on your list daily and ask them the following questions. If you cannot get an answer call back in 30 mins and again at an hour. If you do not get a response after three attempts, document this on the patient log and try again tomorrow. If after two days you still do not get a response, you will leave a voicemail message to call the program back if they are interested in continuing, or to arrange Pulse Ox pick up. At this point the Volunteer should also notify Patricia at 414-217-6135.

- 1) How are you today?
  - a) This is relational. Show an interest and establish your relationship.
- 2) What does the oxygen reading on your pulse oximeter read?
  - a) Please record daily answer in log sheets provided to you.
  - b) If equal to or less than 92, text the hotline number (414) 216-9421 with patient ID and call if you do not get a confirmation or text in 30 minutes.
- 3) What is your heart rate? Please record daily answer in the log sheets provided
  - a) If less than 50bpm, or more than 100bpm, text the hotline number (414) 216-9421 with patient ID and call if you do not get a confirmation in 30 minutes.
- 4) Have you had any worsening of shortness of breath or difficulty breathing?
  - a) If yes, text the hotline number (414) 216-9421 with patient ID and call if you do not get a confirmation of text in 30 minutes.

**Non-medical impacts**

COVID is likely to impact people's lives on many levels and we want to be aware of these effects so we can connect people to resources as they are made available and make sure that needs that are not being addressed are brought to attention.

Please ask people weekly if they have other struggles due to the effect of coronavirus. Please ask about the following and record responses in patient notes section. Refer people to appropriate resources:

- Housing
- Utilities
- Food or household goods
- Childcare
- Unemployment or sick leave
- Transportation