

Warm Handoff Survey COVID-19 Guidelines

COVID-19 Scenarios	Comments	Action
WHO from ED is completed in person	WHO staff can go to the ED and meet with the individual to complete a WHO to treatment while patient in the ED	Number of in-person WHOs reported in the ArcGIS survey in the section for direct referral from ED
WHO from ED is completed by Phone	WHO staff are unable to go to the hospital to meet with the individual in person due to hospital restrictions; however, a WHO is completed by phone while the patient is still in the ED with immediate referral to treatment	Number of completed WHOs from the ED to treatment are reported in the comments section of the ArcGIS survey
WHO from ED is completed by video conference	WHO staff cannot go to the hospital to meet with the individual in person due to hospital restrictions; however, a WHO is completed by face to face video contact while the patient is still in the ED and a direct referral for treatment is completed	Number of video conferencing WHOs is reported in ArcGIS in the section for direct referral from ED
WHO is completed in person from areas of the hospital other than the ED	WHO staff can go to the hospital and meet with the individual to complete a WHO to treatment while the patient is in the hospital	Number of in-person WHOs is reported in ArcGIS survey in the section for direct referral to treatment from areas of the hospital other than the ED
WHO is completed by phone from areas of the hospital other than the ED	WHO staff cannot go to the hospital to meet with the individual in person due to hospital restrictions; however, a WHO is completed by phone while the patient is still in the hospital and referred directly to treatment	Number of completed WHOs from areas of the hospital other than the ED are reported in the comments section of the ArcGIS survey
WHO is completed by video conference from areas of the hospital other than the ED	WHO staff cannot go to the hospital to meet with the individual in person due to hospital restrictions; however, a WHO is completed through face to face video conference while the patient is still in the hospital and a direct referral to treatment is completed	Number of video conferencing WHOs is reported in ArcGIS in the section for direct referral to treatment from areas of the hospital other than the ED
Referral to treatment is completed after an individual is discharged from the hospital or the ED	It has been reported by some SCAs that hospitals are discharging patients due to Covid-19 prior to a WHO. In these situations, a direct referral is not complete. A patient may have been referred to the SCA but it was not a direct WHO as the patient was discharged from the hospital prior to a referral to treatment.	Not reported in WHO survey