

CORONAVIRUS RAPID RESPONSE TEAM
MARCH 2, 2020



CONCIERGE
CARE ADVISORS™

ELEVATING ELDER CARE

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CONCIERGE CARE ADVISORS CORONAVIRUS RAPID RESPONSE TEAM (CRRT)



Concierge Care Advisors formed the CRRT to do its part to limit physical interactions in order to protect vulnerable seniors.



Actively identifying and qualifying home health, hospice, and adult family homes as alternatives to SNFs.



Distributing clinical guidelines and in-home best practices to reduce risk of transmission.



All advisors have received recent certified training on infection control and barrier protection to help better screen clients.



PROTECTING VULNERABLE SENIORS DURING THE CORONAVIRUS OUTBREAK



24 X 7 Senior Care
Advisors On-Call at
(855) 444-7364



Free Virtual Visit Senior
Living Assessment
(minimize face-to-face
exposure)



Actively identifying and
qualifying smaller care
settings to minimize
exposure



Coordinating with leading
Home Health Agencies



Promoting advanced clinical
screening for all in-home
care workers



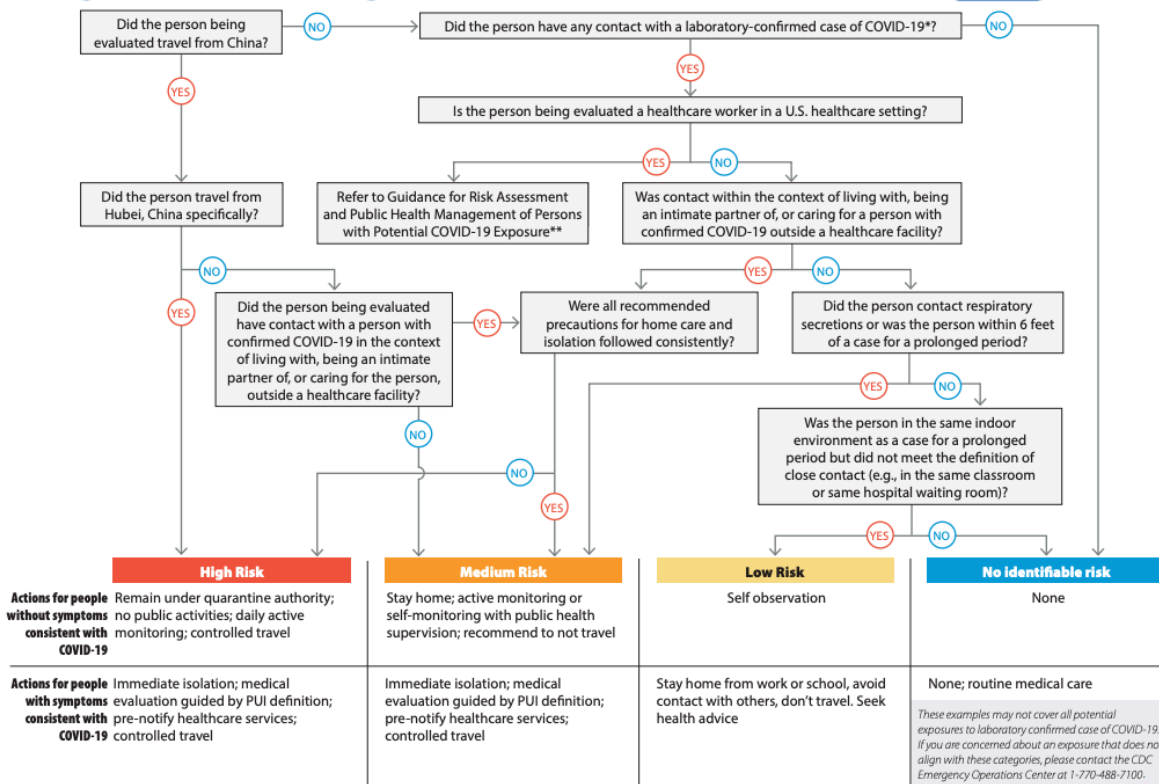
Providing resources for
proper guidelines for
seniors and their families



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Coronavirus Disease 2019 (COVID-19) Risk Assessment and Public Health Management Decision Making

Each question refers to within the past 14 days



*Or a case diagnosed clinically with COVID-19 infection outside of the United States who did not have laboratory testing
 **Healthcare provider (HCP) guidance outlines risk categories to determine work exclusion and monitoring procedures. After identifying risk category in the HCP guidance, use the categories outlined here to determine quarantine requirements.

03/28/20

HOME CARE
 WORKER
 SCREENING
 SHOULD FIRST
 FOLLOW THE CDC
 RISK ASSESSMENT

SPECIFIC GUIDANCE FOR IN-HOME CARE PROFESSIONALS



- Review the Interim Guidance for Preventing the Spread of Coronavirus Disease 2019 (COVID-19) in Homes and Residential Communities ([CDC Link](#))
- Review the Interim Guidance for Implementing Home Care of People Not Requiring Hospitalization for 2019 Novel Coronavirus (2019-nCoV) ([CDC Link](#))
- Care for suspected patients with COVID-19 should be conducted by a registered nurse.



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SEEK ALTERNATE SENIOR CARE SOLUTIONS TO MINIMIZE EXPOSURE



Rapid Response Protocol

- Receive referral, phone, email, live chat, platform.
- Confirm professional, ask to send clinicals via fax or email.
- Start virtual intake with family, POA (medical, financial, social, spiritual, & geographical needs).
- Have representative sign an [electronic disclosure](#).
- If determined an Adult Family Home. Have third party nurse assessor do state required assessment.
- Turn search in to Directors of Family Services to perform search, overseen by a social worker.
- Meet the family at the first location and tour up to three options.
- Report to professionals on where patient will be discharged to.
- Set up all ancillary items needed for a successful transition.
- Follow up right after discharge and within 30 days.
- * If in assisted living (they have their own nurses perform their assessment).

PROTECT VULNERABLE SENIORS DURING THE CORONAVIRUS OUTBREAK



- Call us today at (855) 444-7364
- Free, expert guidance on best care and transition solutions for your loved ones
- Learn about latest guidelines from CDC