

Has the HCSS Provider been notified that a client or household member has:

- Recently returned from overseas OR
- Had close contact with a confirmed case of COVID-19 OR
- Is a suspected or confirmed case of COVID-19

YES

NO

Prior to visit Clinical Manager to update care plan based on:

- No delivery of non-essential care (eg housework)
- Availability of household members to deliver care
- If the client has symptoms or has a close contact with someone with COVID-19 ensuring support workers who provide care have PPE and follow other precautions\*

Perform hand hygiene.  
Reinforce cough, sneeze and hand hygiene with the client.

NO

Has the client had close contact with a suspected or confirmed case of COVID-19?

YES

The support worker will apologise and leave noting the clinical manager will be in contact and the appointment will be rescheduled.

Clinical manager to update care plan based on:

- No delivery of non-essential care (eg housework)
- Availability of household member to deliver care
- Ensuring Support workers who provide care have PPE and follow other precautions\*

Please review the care plan after 14 days of self isolation from date of contact

NO

Does the client or household member have fever or history of fever, cough or shortness of breath or a sore throat?

YES

The support worker will apologise and leave noting the clinical manager will be in contact.

The support worker will report this case to the clinical manager immediately. The clinical manager will report to Healthline. The clinical manager will update the care plan based on:

- No delivery of non-essential care (eg housework)
- Availability of household members to deliver any care
- Availability of support workers to provide care
- Ensuring those support workers have PPE and follow other precautions\*

Usual cares can be reinstated following confirmation from the client's GP or Healthline.

NO

Perform hand hygiene.  
Reinforce cough, sneeze and hand hygiene with the client.

## Home support for existing clients

(New clients will follow the NRHCC Advice for Visiting Health Professionals)

Version 1: 23 March 2020

### \*Visiting people in self isolation or quarantine:

- If possible maintain social distancing (remain more the 2m away)
- If <2m contact is required AND:
  - If the client is a close contact of a person with COVID-19 but is **asymptomatic** the support worker must wear **surgical mask and gloves**
  - If the client **has symptoms**, or is a suspected or confirmed case of COVID-19 the support worker should adhere to contact and droplet precautions (**Surgical mask, gown, gloves, eye protection**)
- Perform hand hygiene
- Reinforce cough, sneeze and hand hygiene with the client
- Check that the client has contacted Healthline (0800 358 5453) or their GP

**Note:** If no support workers are available to deliver care to any client please contact your DHB Planning and Funding Portfolio Manager.