Isolation and Recovery Sites

MA COVID-19 Response Command Center

December 2020
Intake criteria for I&R Sites

*Individuals must meet both clinical and financial eligibility in order to stay at an Isolation and Recovery Site.*

Clinical eligibility

- Individuals with a **positive COVID-19 test** result are eligible for Isolation and Recovery Sites.
- Individuals must be able to **safely isolate without intensive medical supervision**. These sites are NOT appropriate for individuals who:
  - Require assistance with Activities of Daily Living from on-site staff; or
  - Require medication administration (except for methadone); or
  - Require the level of care provided at a Skilled Nursing Facility.

Financial eligibility

- **Individuals that are experiencing homeless or housing instability. I.e., People who normally sleep at a shelter, on the street, for whom home is unsafe due to violence, or who do not have a permanent address** OR
- **Individuals in households making less than 400% of the Federal Poverty Level** in need of a safe place to isolate, including but not limited to overcrowded households, living with a high risk individual (older adult, immunocompromised), etc.
  - An annual income of 400% of the Federal Poverty Level is:
    - $51,040 for individuals
    - $68,960 for a family of 2
    - $86,880 for a family of 3
    - $104,800 for a family of 4

To make a referral: Call (617) 367-5150 between the hours of 7 a.m. and 7 p.m.
At I&R Sites, guests are provided with all necessary services to ensure a safe recovery period, similar to if they were isolating at home.

Individual tests positive for COVID-19 but does not require medical care. Qualifies for I&R Site.

As a guest at an I&R Site, individual is provided their own hotel room along with 3 meals per day. Additional services on-site include nurse oversight, security, behavioral health supports, laundry and cleaning services, and linkages to other state services (e.g., DMH, DDS, MassHealth enrollment support).

Once recovered, guest returns to their point of origin and may be connected to additional social services, if appropriate.
Clinical services provided at I&R Sites

Multi-level team provides clinical oversight to I&R Site guests, ensuring that individuals with worsening or acute symptoms can be diverted to an appropriate medical facility. When possible, sites partner with local community health centers to support with staffing.

- Certified Nursing Assistants (CNAs)
- Home Health Aides
- Registered Nurses (RNs)
- MD support (as needed)
- Pharmacy Assistance line
- COVID-19 symptom monitoring
- 2x/day vitals
- Chronic condition medication support
- EMS coordination as needed
- 24/7 translation services
- Telehealth services
- 24/7 translation services
Detailed process for Pharmacy Assistance line

Should the clinical team determine that an I&R Site guest needs a prescription (new or refilled), they coordinate with a centralized Pharmacy Assistance line for timely delivery:

- **Request**
  - I&R Site clinical team identifies prescribing need and contacts Pharmacy Assistance line

- **Prescribing**
  - Pharmacy Assistance line attempts to fulfill prescription through guest’s existing prescriber
    - If existing prescriber cannot be reached/identified, backup prescribing provider is contacted and briefed on case details
  - Once prescription is written, Pharmacy Assistance line coordinates with local pharmacy to fill and provides I&R Site team with delivery estimate

- **Delivery**
  - Filled prescription is delivered to I&R Site; I&R Site confirms delivery with Pharmacy Assistance line

Additional support teams are available as-needed to discuss SUD-specific medication requests
Behavioral health services provided at I&R Sites

I&R Sites serve as a unique opportunity to address guests’ behavioral health needs, as facilitated through partnerships with several local BH providers.

- Project for Assistance in Transition from Homelessness
- MA DPH Overdose Prevention Program
- Community Mental Health Centers
  - MSWs
  - LICSWs
  - Psychiatrists (remote)

  - SUD medication continuation
  - Tele-psychiatry/tele-counseling
  - Support for self-administered MAT
    - Recovery coaching
    - Case management
    - BH Community Partner linkages
    - De-escalation training for staff
I&R Sites are set up to meet both staff and guest needs