

HealthSmart Care Management

COVID-19 Virus Management

- **Symptoms or test positive without breathing difficulties**
 - Encourage self- quarantine and recover at home with their PCP approval
 - Ensure appropriate caregivers are available
 - Rest
 - Hydrate
 - Maintain adequate balanced nutrition
 - Acetaminophen for fever and body aches
 - Ensure patient has their local/state phone number to call for directives if they need to seek medical care (CM team was provided with each states COVID19 info)
 - Educate that if shortness of breath/difficulty breathing develops, call 911

- **Members with Chronic Conditions that are receiving IV infusions at an out-patient center**
 - Work with Patient, provider and home health vendor to arrange for infusion in the home
 - Explain the importance of staying home and risks of going to the out-patient facilities

- **Members with elective surgery/service scheduled**
 - Surgery cancelled
 - Ensure members are managing at home until surgery is rescheduled
 - Pain control
 - Other symptom control
 - Dietician or PharmD referral

- **Educating all members on COVID 19 prevention**
 - Educate on social distancing
 - Frequent handwashing with soap and water for at least 20 seconds
 - Cover coughs and sneezes with a tissue or sleeve
 - Use hand sanitizers when soap/water not available
 - Keep frequently touched surfaces clean/sanitized
 - Continue to monitor for all healthcare needs, encourage medications be mailed instead of physically going to a pharmacy.
 - Ensure members are receiving needed healthcare services and that non-elective healthcare needs are not being delayed or disrupted. CM will coordinate with the provider and patient to ensure their healthcare needs are addressed.