

Referral Process: For patients who have tested positive for COVID-19, are awaiting test results, have had known contact with someone who tested positive COVID-19, or are at high risk for severe illness from COVID-19 so much so that they should not enter a congregate shelter setting.

1. The Discharge Planner will identify which of the following non-congregate shelter types is required based on patient status at discharge and communicate this to the NCS matcher:

- Isolation:** COVID positive via test results
- Quarantine:** Asymptomatic with known exposure to someone with COVID-19 (could also include persons who are awaiting test results).
- Homeless designated high risk** for severe illness from COVID-19

2. If the patient needs *isolation, quarantine, or is homeless designated high-risk*, the Discharge Planner will contact the Non-congregate Shelter (NCS) Matcher at **702-420-8219**. The Discharge Planner should have patient profile information available when they contact the Matcher:

Patient Profile:

- Social Security Number (if available)
- Last Name
- First Name
- Middle Name
- Date of Birth
- Gender Identity
- Race
- Ethnicity
- Zip Code of Current/Last Address
- Veteran Status

3. The NCS matcher will verify patient information; administer the Triage Tool; verify COVID-19 status; and assess client ADL status.
4. The NCS Matcher will then contact and verify bed availability with NCS Vendors.
5. Once a vendor has verified bed availability the NCS Matcher will complete the referral in HMIS and send a conformation email to the Discharge Planner. The Discharge Planner and NCS matcher will also coordinate arrangements for transportation service for transport to the appropriate location. Transportation may be provided through AMR or other service.
6. The NCS Vendor accepts the HMIS referral, enrolls the client, and ensures the client is transported to the NCS.