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| **Administrative Policy and Procedure** | **Subject: Covid Reporting/Notification to Residents/Families during the Pandemic** |
| **Prepared By:** | **Approved by:** |
| **Effective:** 3/12/2020  **Revised:** | **Reviewed**: |

**POLICY**:

The facility will implement effective, accurate, and frequent communication with residents, family members, and designated representatives during the COVID-19 pandemic.

**PROCEDURE**:

1. The facility will abide by all HIPAA regulations when disseminating information with regards to COVID-19.
2. Recreation and Social Services will ascertain if alert residents wish to be informed when there has been a Covid-related death involving a resident/peer
3. Recorded voice message will be updated as needed to inform residents and representatives of:

* Newly confirmed COVID cases to include staff and residents
* COVID related deaths in the facility
* Newly suspected COVID cases
* A cluster of 3 or more suspected cases in the past 72 hours

1. The following mechanisms will be utilized to inform residents, family members, and designated representatives:

* Letters
* Telephone conversations and messages
* Emails
* Robo calls
* Face to face meetings with residents using Social Distancing and appropriate PPE

1. The following information will be disseminated:

* Any newly confirmed COVID-19 infections in the past 24 hours
* The occurrence of 3 or more residents or staff members with new onset of respiratory symptoms within a 72-hour period
* The actions that the facility is taking to prevent and/or reduce the risk of transmission
* Cumulative updates on a weekly basis
* Deaths in the facility that occurred related to the COVID-19 virus

1. Incoming calls that are not answered at the unit level will be forwarded to DNS/designee with instruction to leave a message and a return call will be made before end of day.
2. Representatives, and family members provided with direct cell phone number for Director of Nursing and Administrator as per their request.
3. Weekly robo calls will be made by facility to families and representatives to review current COVID status at the facility, answer questions, and forward any concerns to designated department head.
4. Documentation of communication will be made in the Medical Record for each resident in Progress notes and/or CCP.
5. Residents, family members, and designated representatives will be offered the opportunity to connect via facetime or via traditional telephone during all communications. Requests will be forwarded to the Director of Recreation.

**REFERENCE**

NYSDOH (4/4/2020). Guidance for Resident and Family Communication in Adult Care Facilities and Nursing Homes. <https://coronavirus.health.ny.gov/system/files/documents/2020/04/doh_covid19_acf-nh_residentfamilycommunication_040420.pdf>

CMS (5/6/2020). QSO-20-29-NH. Interim Final Rule Updating Requirements for Notification of Confirmed and Suspected Covid-19 cases Among Residents and Staff in Nursing Homes. <https://www.cms.gov/files/document/qso-20-29-nh.pdf>