

<b>Clinical</b>	<b>COVID-19 Resident and Representative Notification</b>		
	Effective Date: 5/8/2020	Last Reviewed:	Last Revised:

**PURPOSE**

The purpose of this guideline is to provide clarification for steps the organization will take regarding notification to residents and resident representatives (“representatives”) regarding new and cumulative cases of the novel Coronavirus (‘COVID-19”), new and cumulative new-onset respiratory symptoms, and new and cumulative deaths related COVID-19. The COVID-19 situation is fluid and the notification plan likely will require periodic alterations to remain aligned with the most current state and federal requirements.

**A. INDIVIDUAL RESIDENT/REPRESENTATIVE NOTIFICATION PROCESS**

**I. With any (initial and subsequent) confirmed Case of Positive COVID-19 or new-Onset respiratory symptoms in three (3) or more residents or stakeholders within 72 hours in a Facility:**

- a. **Notification must occur by 5 pm the next calendar day following the occurrence (IMMEDIATE notice required in Tennessee, within 12 hours for Maryland and no later than 24 hours for Ohio)**
  - i. Notify the primary physician for the resident with a confirmed positive COVID-19 test or new onset respiratory symptoms.
  - ii. Notify the resident and/or their representative when they have a positive COVID-19 test or new-onset respiratory symptoms.
  - iii. Notify the local health department
  - iv. Notify all residents in the facility including their family and/or legal representative
  - v. Notify all stakeholders working in the facility
  - vi. Notify state survey agency that you have a case (per state guidelines).
  - vii. Notify the local and state health departments with information per state reporting requirements.

**B. DAILY AUTOMATED FACILITY SPECIFIC UPDATES**

**I. Message Center**

- a. The organization will establish a dedicated phone line that connects to a recorded message for each Skilled Nursing Facility (“SNF”) which will be updated by 5:00pm daily with the following information:
  - i. Cumulative number of COVID-19 cases for residents and stakeholders;
  - ii. Number of new resident and stakeholder COVID-19 cases within the last 14 days;
  - iii. Number of new residents and stakeholder COVID-19 cases within the last 24 hours;
  - iv. Number of COVID-19 positive residents and stakeholders who have died;
  - v. Number of resident and stakeholder recoveries; and

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- vi. Facility mitigation actions implemented to reduce the risk of COVID-19 transmission, including if normal operations of the facility have to be altered.

**II. Notification of Accessibility of Message Center**

- a. The organization is sending each resident representative a letter with the SNF specific phone number and the date and time at which they can begin retrieving the automated updates.
- b. Admissions will provide a copy of the letter to responsible parties of newly admitting residents and the representative will acknowledge receipt of such via DocuSign.
- c. Copies of the letter will also be provided and available near all facility phones for reference.

**III. Daily and Weekly Requirements**

- a. The daily recorded message will meet the federal requirement for daily reporting by 5:00pm.
- b. The daily recorded message will also meet the federal requirement of the weekly summary as it will contain cumulative data.

**C. ADDITIONAL STATE SPECIFIC REQUIREMENTS**

**I. Indiana**

- a. In addition to the Message Center requirements outlined above, the Indiana SNFs must also:
  - i. Provide information related to how the facility is handling issues with care and staff shortages.
  - ii. Designate a staff person in the unit or facility as the contact person for residents and their designated representatives – someone they can speak to about their concerns (provide a secondary number, OR, have a compliance or customer service hotline available).
  - iii. [Local Ombudsman contact information](#) contact information should be provided to every resident and designated representative.
  - iv. Complete the [Facility Emergency Transfer Form](#) weekly with your facility's COVID-19 information and email it to your local Ombudsman every Friday.

**II. Maryland**

- a. In addition to the Message Center requirements outlined above, the Maryland SNFs must also:
  - i. Provide informational updates on COVID-19 to residents, representatives and staff within 12 hours of the occurrence of a single confirmed infection

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of COVID-19, or when three or more residents or staff with new-onset respiratory symptoms that occur within 72 hours.

### **III. Ohio**

- a. In addition to the Message Center requirements outlined above, the Ohio SNFs must also:
  - i. No later than 24 hours after the facility is notified of its first confirmed or probable case of COVID-19, all licensed facilities shall:
    1. Notify the residents, sponsor or guardian, of positive or probable cases of COVID-19 within the facility. This applies to both residents and staff who test positive or have a probable diagnosis.
    2. The notification shall include the steps the facility is taking to reduce the spread of the infection within the facility.
  - ii. If a facility already has staff or residents who are confirmed to have COVID-19 or a probable case, and the facility has not yet notified the residents, sponsors and/or guardians, it must do so within 24 hours and include steps the facility is taking to prevent the spread of the infection within the facility.
  - iii. A copy of the notification materials (letter or call script) shall be sent to the Ohio Department of Health, Bureau of Survey and Certification, 246 North Hight Street Columbus, Ohio 43215.

### **IV. Tennessee**

- a. In addition to the Message Center requirements outlined above, the Tennessee SNFs must also:
  - b. Immediately notify residents and their representatives of suspected or confirmed COVID-19 cases inside the facility