



Process Flow: COVID Care @ Home

Stream 1

Patient from acute care requires COVID Care @ Home in-home support

Referral sent to COVID Care @ Home via ICC Coordinator in hospital outlining in-home support

COVID Care@ Home Coordinator will identify if patient belongs to participating family practice.

COVID Care @ Home Coordinator reviews, sets up services and connects with participating family practice to inform them.

Stream 2

Patient from acute care requires COVID Care @ Home virtual support

Referral sent to COVID Care @ Home via ICC coordinator in hospital outlining virtual support .

COVID Care @ Home Coordinator will identify if the patient belongs to a participating family practice and will send directly to contact. If it's a weekend discharge, COVID Care @ Home will follow the patient unless services can be set up. COVID Coordinator will provide a warm hand off next business day to the participating family practice.

Stream 3

Participating family practice requires a patient from office to have COVID, in-home support

Referral sent to COVID Care @ Home via ICC Coordinator in hospital outlining in-home support

COVID Care@ Home Coordinator will identify if patient belongs to participating family practice.

COVID Care @ Home Coordinator connects with designated point-person at the family practice with updates.

If the patient requires home O2 post-hospitalization, this will be set up prior to discharge