



PUBLIC HEALTH AND WELLNESS
LOUISVILLE, KENTUCKY

GREG FISCHER
MAYOR

SARAH MOYER, MD, MPH
DIRECTOR

Memorandum

Date: April 23, 2020

To: Hospital Administrators and Healthcare Providers Caring for Homeless Population

From: Louisville Metro Government COVID-19 Incident Management Team Unified Command

CC: Bill Wagner, Andy Patterson, Carey Addison

Re: Referral of Homeless Individuals to Isolation and Quarantine Shelter

Phoenix Health Center is providing 24/7 telephone coverage to screen clients for referral to the Salvation Army's Quarantine/Isolation Shelter at the Joy Center and coordinate transportation and accommodation for appropriate referrals. Referrals should come directly from healthcare providers. The provider should have documented that they have either have tested positive for COVID-19 or that they are presumed/suspected or have a test pending for the virus.

If they meet these conditions, the provider should call 502-773-3811 and FHC Phoenix will assist with making a referral to the Salvation Army Joy Center, where the patient will go to the quarantine dorm if they have symptoms but have not been confirmed positive or to the isolation unit if they have been confirmed positive.

At the time of referral, the healthcare provider will be asked to provide

- 1.) name, SSN, DOB, and other demographics,
- 2.) the client's current testing status and amount of time recommended to quarantine/isolate,
- 3.) and any other unique medical/behavioral health needs that they may have.

We ask that healthcare providers and discharge planners screen clients in advance for substance use disorder and risk for withdrawal. These individuals will not be allowed to leave the shelter. If withdrawal is anticipated, particularly withdrawal from alcohol or benzodiazepines which can be deadly, shelter admission is potentially inappropriate. This will ensure a safe discharge plan for all patients, including our city's most vulnerable.

Shelter workers may make a referral **only if they have a written order from a healthcare provider for the homeless individual to quarantine. If the person has symptoms but has not been treated, please refer to a healthcare provider before calling us. Please do not give this number directly to clients.**

Questions or concerns may be directed to 502-773-3811 or caddison@fhclouisville.org.