

Children's Special Health Care Services

LHD COVID-19 Guidance

This document can assist in prioritization of clients to focus on during the current pandemic and may help identify care coordination and case management needs for families. Depending on the extent of the interaction with the client, the interaction could qualify as billable for care coordination or case management. Refer to Section 15 of the Guidance Manual for more information:

(https://www.michigan.gov/mdhhs/0,5885,7-339-71547_35698_77843_77850-392603--,00.html)

These target populations may need additional support during COVID-19 pandemic:

- a. Those suffering from respiratory concerns (e.g. asthma, cystic fibrosis, respiratory distress)
- b. Those with seizure disorders
- c. Those who are medically complex
- d. Those continuing to go for treatments or specialist appointments (e.g. cancer, hemophilia)
- e. Those utilizing the ER at a high rate
- f. Those who have lost their job and are unemployed

Consider discussing with families the topics below and share information on who to contact. Also consider updating the Plan of Care to include how to respond if client develops flu-like symptoms and updating emergency plans to include pandemic planning. The CSHCS Database can assist with identifying target populations. If considering a home visit, please be sure to review your agencies guidelines on home visitation and PPE.

1. Types of assistance they might need:

- a. Updated information on COVID-19 and Multisystem Inflammatory Syndrome
- b. Need for DME supplies and information about how they can get those supplies
 - i. PA requirements have been lifted on many
 - ii. Hand sanitizer
 - iii. Masks
 - iv. Gowns
 - v. Pulse oximeters
- c. Those that need pharmacies
 - i. Make sure they know they can get early refills
 - ii. Make sure they know they can request things be sent to house
- d. Insurance
 - i. Awareness of what is covered and what is not
(<https://www.michigan.gov/coronavirus>)
 - ii. Assistance with insurance applications, Medicaid, billings, etc.
- e. Those who have home health care visitors
 - i. How to address shortages in staff or what to do if they do not want exposure
 - ii. Screening questions
 - iii. Ability to provide their own support with family members
- f. Those that need transportation assistance to appointments
 - i. No more ride share
 - ii. How to request
 - iii. Screening questions

- iv. Number of people in vehicle
- v. Document signage
- g. Those that need treatment
 - i. Information about how to arrange for telehealth visits
 - ii. Information about how to call ahead to determine where and when to get treatment
 - iii. Is it safe to do home health care
 - iv. Information about who they might see at the hospital
 - v. Missed healthcare appointments
 - vi. Decreased immunizations
- h. How to handle situations where people in home are sick
 - i. Self-isolation
 - ii. How to get tested - Identify testing sites (see previous coronavirus link)
 - iii. How to monitor child that has been exposed
 - iv. Person in family most relied upon re: needs of child – what happens if that person gets sick, who will take over
- i. Where to point people who have community service needs
 - i. Information about food pick ups
 - ii. Pantries
 - iii. Information about eviction
 - iv. Information about temporary hospitals
 - v. Information about gaining access to a cell phone
 - vi. Information about overdue utility notices
 - vii. Reach out to Family Center
 - viii. Domestic Violence
 - ix. CPS
 - x. Local childcare options
 - xi. Community Mental Health (Community Livings Supports, Respite)

2. Communications with Families

- a. Multiple Households (e.g. Divorced parents) - are families on the same page
- b. Special Needs Notebook (how my child does things)
 - i. Example Documents (<https://www.medicalhomeportal.org/living-with-child/after-a-diagnosis-or-problem-is-identified/caring-for-children-with-special-health-care-needs/managing-and-coordinating-care/care-notebook>)
 - ii. Emergency numbers
 - iii. Medications

3. Work and School from Home

- a. How to borrow devices (contact local ISD)
- b. How to obtain internet access
- c. Available local tutors
- d. MDE COVID-19 Education Information and Resources
(https://www.michigan.gov/mde/0,4615,7-140-37818_53456---,00.html)