

COVID-19 First Responders COVID-19 Testing & Referral Protocol

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The City of Oakland, in partnership with Brown & Toland Physicians (BTP) and Encompass/CarivaCare, will launch its next phase of pop-up COVID-19 testing for neighboring agencies' first responders who are symptomatic or have known exposure to COVID-19. As conditions change, (i.e. more tests become available, more information is known about COVID-19, etc.) these guidelines are subject to change.

Steps for COVID-19 Testing Referral

1. Call to the Encompass/CarivaCare Reporting Line. It is essential that the employee contact the numbers below and not a Department Infection Control officer (DICO), supervisor, manager, or Director on the employees' behalf. If there are questions about the need for a referral, please contact your Risk Management or Human Resource Department who can assist with a referral.

- Reporting Line

- Call from employee: 510-626-9910

A report will be taken from the employee if one has not already been initiated. A CarivaCare Report will be generated (see attached sample) by Encompass.

2. For COVID-19 Testing
 - *If the employee is symptomatic, Encompass will refer employees to a dedicated BTP Hotline schedule appointment for testing. If referral is received outside of BTP operating hours, Encompass will refer employees to the nearest medical facility for testing. After testing, a symptomatic employee should remain isolated until results are received.* If the employee tests negative, the employee is safe to return to work if no longer symptomatic or as directed by a physician.**
 - *If the employee is symptomatic with a known confirmed exposure, Encompass will refer employees to BTP Hotline to schedule an appointment for testing. If referral is received outside of BTP operating hours, Encompass will refer employees to the nearest medical facility for testing. After the testing, a symptomatic employee should remain isolated for 14 days after the last exposure (even if the test is negative) or as directed by a physician.*
 - *If the employee is asymptomatic but had confirmed exposure 4+ calendar days ago **without** wearing the Department's required Personal Protective Equipment (PPE), Encompass will refer employees to BTP Hotline to schedule an appointment for testing. If referral is received outside of BTP operating hours, Encompass will refer employees to the nearest medical facility for testing. After testing, the employee should follow the direction of the BTP physician or the employee's personal physician until results are received.* If the employee tests negative, the employee is safe to return to work if not showing symptoms .**

- *If the employee is asymptomatic but had confirmed exposure wearing the Department's required PPE*, Encompass will document the interaction. The employee may contact their personal physician for further guidance. If the employee develops symptoms, they should immediately contact Encompass for additional instruction pursuant to these Guidelines. If the employee is not displaying symptoms, they can continue to work unless directed otherwise.
4. Report and treatment authorization to be sent to BTP (or the applicable health facility), the City's Risk Management Division, and the Department's DICO if applicable, with instructions specific to compliance with the [Ryan White Act](#) for all first responder personnel.

*May change as directed by a physician

Arriving at BTP Test Site

Operating Hours

Monday	9:00 a.m. - 4:30 p.m.
Tuesday	9:00 a.m. - 4:30 p.m.
Wednesday	9:00 a.m. - 4:30 p.m.
Thursday	9:00 a.m. - 4:30 p.m.
Friday	9:00 a.m. - 4:30 p.m.
Saturday	9:00 a.m. - 1:30pm

Scheduling protocol

Brown & Toland will operate its scheduling system to triage and schedule individuals to various testing sites.

A dedicated BTP Hotline has been established that will be provided to Encompass to share with first responders and employees providing essential government functions who present with COVID exposure and symptoms. The employee will call the BTP Testing Hotline where they will identify themselves as First Responders and will be asked for their Encompass Reporting Line Call ID, their personally identifiable information as well as insurance information. They will then be given options for scheduling an appointment at the Oakland Fire Training Division Drive-In Testing Site or other dedicated site.

Drive-through Protocol

After receiving confirmation of their appointment, the employee will arrive at the Oakland Fire Training Division Testing Site (or other dedicated site) and upon arrival they will be "checked in"

to verify their appointment and confirm any information discrepancies, including confirming proof of insurance.

They may have their temperature taken through non-invasive methods should it be deemed appropriate by the medical staff. They will then be swabbed for the COVID-19 testing and may be instructed to return home to remain isolated or asked to check in with their supervisors for direction. Testing results are not instantaneous and could take anywhere from 2 - 5 days to be processed and results returned.

All engagement with the employees will be managed without having them exit their vehicles, wherever possible. This is preferred to maintain the safety of our medical and other onsite teams by minimizing unintended exposure.

Walk-up/Walk-in Protocol

Walk-up/walk-in visitations should be discouraged as appropriate triaging prior to arriving on site is highly preferred and will help to manage exposure risks to staff. If a walk-up employee arrives at the site, they must call the Reporting Line to develop a tracking number and ensure they are eligible for testing pursuant to these guidelines. Walk-up employees may require additional time to appropriately triage, collect personal information, insurance information and then perform testing. This will take time away from scheduled appointments which will be prioritized, meaning there may be additional wait times for anyone that is a walk-up/walk-in.

A separate, sheltered waiting area will be established with seating for patients and arranged six (6) feet apart to comply with social distancing protocols and requirements.

After a walk-up/walk-in patient completes their testing, they may be instructed to return home to remain isolated or asked to check in with their supervisors for direction. Testing results are not instantaneous and could take anywhere from 3 - 4 days to be processed and results returned.

FAQs

1. What if I don't fall in any of the categories listed in number 3? Can I still get tested?
With limited access to tests, we prioritize testing those first responders most at-risk for exposure. As more resources are secured, we can potentially broaden these categories and will update these Guidelines.

2. I had a known exposure but don't have any symptoms. Will I be tested?
Determinations for testing will be made once calling the Encompass team. Health guidance encourages testing at least 4-7 days after exposure to avoid a false negative test that. Testing

too early may lead to false negative tests. If symptoms arise later, the employee should call the Encompass Reporting Line.

3. Will I need insurance?

Employees will need to provide proof of insurance for testing services on BTP sites. There will be no co-pay.

4. Can I get my family or loved ones tested?

With limited access to tests, we prioritize testing those first responders most at-risk for exposure. The City is working towards expanding this program and will update these guidelines when appropriate.

5. Are there plans to build more testing sites for the general public?

The mission is to test as many first responders as possible, starting with our most vulnerable populations. The deployment of sites will work in phases and will target other City staff, health workers (that are not City staff).

6. How long will test results take?

Results can range from 2-5 days.

SAMPLE REPORT & QUESTIONS



CARELINE EXPOSURE REPORT CONFIDENTIAL

IMPORTANT: The PHI (Protected Health Information) contained in this fax is HIGHLY CONFIDENTIAL. If you are not the intended recipient of this encounter report, or if this report has been addressed to you in error, please immediately alert Encompass by telephone at 1-800-274-1102 and then destroy all pages of this fax. If you are not the intended recipient, you are hereby notified that any disclosure, dissemination, distribution or copying of this information is strictly prohibited and may be subject to legal action.

Client:	City of Oakland-Police Department	Call ID:	1111111111
Call Completed Date/Time:	3/18/2020 12:00 PM	Call Start Time:	11:45 AM
Patient Name:	Fred Flintstone	Nurse:	CC
DOB:	12/26/1970	Caller:	Self
Age:	49 years old	Phone:	510-555-5555 (Cell)
Gender:	Male		

Is this a Work-Related or Personal-Disability Incident? Work-Related

EMPLOYEE/JOB INFORMATION

Employee Alternate Phone Number:	n/a
Employee Home Address:	123 Main Street, Anywhere, CA 99999
Employee ID Number:	xxxxx
Job Title:	Police Officer
Date of Hire:	1/1/2013
Current Work Status:	Full-Time
Supervisor Name:	xxxxxxx
Supervisor Phone Number:	xxx-xxx-xxxx
Supervisor on Duty at Time of Exposure:	xxxxxxx
Supervisor on Duty Phone Number:	xxx-xxx-xxxx

INJURY/INCIDENT INFORMATION

Exposure Details:	All incident details entered here
Body Part(s) Exposed:	xxxxxx
Type of Exposure?	Blood/Bodily Fluid
Exposure Date:	3/18/2020
Exposure Time:	8:00 AM
Shift Hours on Date of Exposure:	6:00 AM – 6:00 PM
Location Where Exposure Occurred:	xxxxxxxxxxxx
Any Lost Time from Work Due to the Exposure? If Yes, Include Details and Dates:	None
What Safety and/or Personal Protective Equipment was the employee wearing/using at the time of the Exposure?	Full Uniform, Gloves
Source Patient Name:	xxxxxxxxxx
Source Patient Gender:	xxxxxxxxxx
Source Patient DOB and Age:	xxxxxxxxxx
Source Patient Address:	xxxxxxxxxx
Source Patient Additional Information and History, if any:	xxxxxxxxxx
Source Patient Facility Information:	Hospital Info Here
Any Witness(es) to the Exposure? If Yes, list names.	xxxxxxxxxx
Other Responders Involved? If Yes, list names:	i.e. Ambulance Company, OFD

TRIAGE/DISPOSITION INFORMATION

Disposition: See Physician within 4 hours

Protocol: Exposure

Do you understand the information I have provided? Injured Worker/Caller verbalized understanding

Do you have any other questions?

Treating Facility Name: Highland Hospital ED

Facility Address: 1411 E. 31st Street, Oakland, CA 94602

Facility Phone: 510-437-4800

Facility Fax: 510-535-7756/510-535-7675

Closing Statement Verbalized to Caller: No

"If your symptoms change or worsen, please call back or seek medical attention sooner".

Was an interpreter used? No

If so, indicate language and type of interpreter.

Notes: