

Healthcare Protocol
Adult Medical Concerns (not immediately life-threatening)

Chronic conditions	Action	Comments
<p>Persistent cough with possible night sweats and/or fever and/or weight loss</p>	<p><i>Need for tuberculosis screening.</i> Assess stability of client. If medically stable (no problems breathing, not passing out, able to eat and drink), call health department Epidemiology Nurse at _____ (environmental health, epidemiology section) to arrange TB screening assessment. If unstable, take to Emergency Department.</p>	<p>Until tuberculosis screening is done- Segregate client from others when sleeping. Instruct client to always cover mouth and nose when coughing or sneezing and discard used tissues in sanitary fashion. Remain outside in sunshine whenever possible and choose outside environment to interact with client as opposed to confined spaces. Instruct client to wear a mask when indoors.</p>
<p>Festering wound (with or without pus) or boil does not heal with client administered first aid.</p> <ul style="list-style-type: none"> •Red •Swollen •Painful •Client says the wound is warm to the touch •Full of pus or other drainage •With or without a fever 	<p>Have client apply bandage that covers entire wound and keep wound covered. Have client change bandage daily or more often if needed. Tell client not to force wound to open (ex: squeezing or cutting). <i>Make appointment</i> with medical provider if client is an established patient & can be seen within 2-3 days. <i>Seek treatment</i> at an urgent care or immediate care clinic if client cannot be seen within 2-3 days by a medical provider.</p>	<p>The wound could be infectious with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA).</p> <ul style="list-style-type: none"> • Do not allow clients to share personal items. • Bandages & tape can be discarded in regular trash, but should not be touched by others. • All clients & staff should wash hands thoroughly, especially after contact with client who has the wound. • Wounds should be kept covered to avoid having draining come into contact with surfaces.
<p>Small burn (red in color and less than several inches in size)</p>	<p>Immediately flush the area with cool water and have client clean and cover the burn with bandage. Do not apply ice or burn cream during first-aid treatment. <i>Make appointment</i> with medical provider if client is an established patient and burn does not heal. <i>Seek treatment</i> at an urgent care or immediate care clinic if client cannot be seen within 2-3 days by a medical provider.</p>	<p>If burn color is immediately black or white or if burn blisters and covers more than 6-8 inches in diameter or located on the face/hand/or genital area, take to Emergency Department.</p>
<p>Out of seizure medicine and without prescription No seizures since medicine stopped.</p>	<p>Send to Emergency Department unless client has immediate access within 24 hours to healthcare provider who will provide a prescription for the medication.</p>	<p><i>If client has a seizure, then call 911 immediately.</i> Keep client safe until help arrives: <u>Protect from falling or hitting head</u>, <u>do not restrain</u> the client, and <u>do not put anything in client's mouth</u>.</p>
<p>Out of diabetes medicines or blood sugar test strips and without prescription. No dizziness, confusion, very thirsty, urinating a lot more than usual</p>	<p><i>Make appointment</i> with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for diabetic care with a willing provider (see possible sources of care below).</p>	<p>If client becomes unstable (dizzy, confused, very thirsty urinating a lot, or other problems) call 911 or take to Emergency Department. If client cannot be seen for 3-4 days then take to urgent or immediate care clinic.</p>
<p>Out of high blood pressure medicine and without prescription or blood pressure above 140/90 and without a prescription for high blood pressure medicine</p>	<p><i>Make appointment</i> with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for hypertension care with a health care provider (see possible sources of care below). If client becomes unstable (chest pain, uncontrolled headache, difficulty with vision, confusion) call 911 or take to Emergency Department.</p>	<p>If client cannot be seen for 30 days, then consider sending client to, urgent care or immediate care clinic. If client develops extreme headache or had B/P taken and was over 140/90, then send to Emergency Department.</p>

Chronic conditions	Action	Comments
Pregnancy without prenatal care (no problems or complaints which seem urgent)	Call health department (phone: _____) on next business day to set up pregnancy testing and referral for obstetric care. Take client to Health Department for appointment when scheduled.	<i>If develops vaginal bleeding, contractions, fever, uncontrollable vomiting, or other problems, call 911 or take to emergency department.</i>
Skin rash causing intense itching without fever or vomiting or sore throat If client has a rash with fever, vomiting, or sore throat, the client should be seen by a health care provider within 8-12 hours	<i>Consider infestation with scabies, bedbugs, or similar problem. Make appointment with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for care (see possible sources of care below). If no care source can be found, take client to urgent or immediate care clinic.</i>	Advise client to shower with soapy water and put on clean clothes that are provided by the shelter. Bag all client's clothes and other personal items in plastic bags. Wash all belongings that can be washed and dried on the highest/hottest setting. Anything that cannot be bagged should be well-vacuumed. Change bedding the next day and wash/dry on highest/hottest setting.
Sexually transmitted infections	Call Health Department _____ during business hours to arrange an appointment for a sexually transmitted disease evaluation (usually within 24 hours). <i>Take</i> client to Health Department for appointment when scheduled.	Health Departments provide complete evaluation and very important education on sexually transmitted infections. Health Departments may provide condoms to clients. Shelters may also consider providing condoms.
Diarrhea	Under 3 days and no more than several times a day treat with over the counter anti-diarrhea medicine, encourage client to drink water, limit greasy foods, milk products, and caffeine. If client over 3 days or more than several times a day or if client is listless then see a healthcare provider. If there is blood in the diarrhea – access emergency care.	Diarrhea can be easily spread. Advise the client to use good handwashing/sanitizing after using the bathroom and before eating anything. Disinfect doorknobs and often touched surfaces.
Suspect of a broken bone	Broken Bone (Same as Fracture) Refer to Life-threatening Medical Protocol	Refer to Life-threatening Medical Protocol
Other conditions not mentioned above	Contact the client's medical provider or Emergency Department.	

Private Insurance – If client has any form of medical insurance then refer to appropriate healthcare provider. If the provider does not agree to see client then refer to another provider.
Free Clinic - _____

Veterans Administration Clinics – _____ call 1-866-520-7359 for an appointment. There are psychiatric, and primary care clinics located @ _____

Private healthcare providers- _____

References

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