
Coronavirus Disease 2019 (COVID-19) *Guidance for Providing In-Home Care Services*

Overview

Coronavirus disease 2019 (COVID-19) is an emerging illness. Many details about this disease are still unknown, such as treatment options, how the virus works, and the total impact of the illness. At this time, most people in the United States will have little immediate risk of exposure to this virus. New information, obtained daily, will further inform the risk assessment, treatment options and next steps.

Guidance for Providing In-Home Care

We always rely on our provider partners to ensure the health of our members, and we also want to ensure your own wellness as you conduct necessary care visits. To that end, we would like to share some guidance and available resources to help you provide any in-home care for your patients during this time of heightened concern.

- **Ensure continuity of care** to our members while following proper health and safety protocols when making home visits. This includes frequently washing your hands and utilizing sanitation supplies, following contact precautions, and wearing personal protective equipment when necessary.
- **Be aware of and follow** the Centers for Disease Control (CDC) [COVID-19 guidance for healthcare providers](#), including the specific [guidance for providing in-home care](#).
- **Be alert** for those who meet the criteria for persons under investigation for COVID-19 and know how to coordinate laboratory testing.
- **Review** your company's infection prevention and control policies, and ensure you have proper protocols in place in the event of any coronavirus-related exposure or emergencies.
- **Ensure** your organization has developed action plans that address the following:
 - Actions that will be taken in order to reduce the risk of workforce shortages.
 - How to provide acute and primary medical resources that continue to meet members' needs.
- **Follow** any direction and guidance from relevant local and/or state health departments and agencies. Know how to report a potential COVID-19 case or exposure to facility infection control leads and public health officials. Contact your local or state health department healthcare providers in the event of a person under investigation for COVID-19.

- **Refer** to the [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) and the [World Health Organization](https://www.who.int) for the most up-to-date recommendations about COVID-19, including signs and symptoms, diagnostic testing, and treatment information.

Resources

1. Centers for Disease Control and Prevention. *Interim Guidance for Implementing Home Care of People Not Requiring Hospitalization for 2019 Novel Coronavirus (2019-nCoV)*. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-home-care.html>
2. Centers for Disease Control and Prevention. *Interim Guidance for Preventing the Spread of Coronavirus Disease 2019 (COVID-19) in Homes and Residential Communities*. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>
3. Centers for Disease Control and Prevention. *Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-associated or Community Settings*. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
4. World Health Organization. *Home care for patients with suspected novel coronavirus (nCoV) infection presenting with mild symptom and management of contacts*. [https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-\(ncov\)-infection-presenting-with-mild-symptoms-and-management-of-contacts](https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-(ncov)-infection-presenting-with-mild-symptoms-and-management-of-contacts)
5. Joint Commission. *Managing the Threat of the New Coronavirus Strain*. <https://www.jointcommission.org/en/resources/news-and-multimedia/blogs/on-infection-prevention-control/2020/02/19/managing-the-threat-of-the-new-coronavirus-strain/>