



Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

Scheda per la rappresentazione dell'esperienza

Level: Local Health Authority

Topics:

- Continuity of care
- Covid hospital
- Hygiene and public health

Contact details:

Irene Marchese

e-mail imarchese@aslal.it Tel: 3397929745

Transforming the non-emergency call-on service into COVID-19 contact point

The aim is to provide users with information about the COVID-19 outbreak and be a contact point among users and the Hygiene and Public Health Service. To this end, the non-emergency medical call-on service was assigned the task of providing information – 7 days a week, 24 hours a day – about reorganization of healthcare and social services of the territory belonging to the Local Health Authority due to COVID outbreak to both asymptomatic patients and patients with mild or severe symptoms under surveillance who need information and/or contact with the healthcare service and to family members of patients hospitalized in the Tortona COVID hospital.

The European harmonized service of social value, whose activation was suspended due to COVID emergency, resulted in an extremely important base to start the aforementioned activities.

Having trained workforce and an application –even though in a test version - the Local Health Authority was able to collect data about people contacting the service and the needs expressed besides the restrictions imposed by the emergency situation, thus transforming the non-emergency call-on service into a COVID contact point.

Workers answer 24 hours a day to users who need:

- Contact with a physician of the Hygiene service following onset of suspect symptoms for possible subsequent patient management by the Hygiene and Public Health Service
- Contact upon request of the General Practitioner for possible subsequent patient management by the Hygiene and Public Health Service
- Information about approval by the dedicated task force of swab testing requests reported on the Hygiene and Public Health Service Platform
- Information about swab testing results, with communication from workers about the medical report situation. In case the medical report is ready, users are directly informed whether they tested negative. Contrarywise, a report is made about the need to contact the GP
- Information about the reorganization of the territorial services

During specific time-slot, workers:



Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

- Help family members to contact the patients hospitalized in the COVID hospital and the physicians, calling back the user (who fills in a contact form) in case the physician is not available.

24 hours a day, workers:

- Collect reports about problems concerning quarantine notifications forwarding duly filled contact form to the competent service
- Set off the quarantine suspension procedure, once the patient tests negative once or twice, forwarding duly filled contact form to the competent office
- Forward calls to the physician of the Hygiene and Public Health Service when they come from people with certain disease (eg. Cancer or hematological patients, patients with cardiovascular disease, patients who underwent or are waiting for transplantation), calling back the user in case the physician is not available
- Fill in and forward to the competent office the contact form of COVID patients to be discharged from hospital who need post-discharge follow-up by the Hygiene and Public Health Service and/or by territorial services.

The service proved to be very useful, on the one side, to provide user with a 24-hours service able to steer their request in a moment of reorganization of service, on the other hand to set off, through filling in the contact forms, of quarantine suspension or correction and communication of swab testing results.

Transforming the non-emergency call-on service to allow continuity of service, helped ensure continuity of care to COVID patients and to people involved in the emergency.