

When using the COVID-19 field to track contacts with clients and callers, please be sure to capture in Notes how the call is tied to COVID-19. For example, if you are tagging general questions, please help us know what general questions are being asked. We don't have to have all the details, but this will help us tremendously as we share data on a daily basis. Also, please do NOT use this field to represent a different process. For example, do not use this field to document that your assessment call was done via phone only because of our response to COVID-19. If your region would like a way to track this situation, please contact me for another method. If you are doing a phone assessment and the client starts asking questions or has needs because of COVID-19, then yes, use this field to document that call.

PLEASE NOTE: We are pulling this data each morning to help with reporting and conversations at the SCDOA and across the state. It is helpful if this information is entered as quickly as possible.

COVID-19 – Aging.

The options associated with this field include:

1. Resources/Referrals – Any incoming calls that are requesting resources or assistance in direct response or need pertaining to COVID-19. (MUSC Telehealth, PRISMA Health Virtual Visit, DHEC Care Line, etc.)
2. Facility Concerns/Complaints – Any calls from family members or caregivers who are concerned about their loved one in a facility. DO NOT ENTER any specific data that should be protected by the Ombudsman program. ONLY document that the family is concerned or has a complaint.
3. Medicare – Any calls relating to Medicare and COVID-19. These can be beneficiaries asking what Medicare may cover or pay for, etc.
4. Scams/Fraud – Any calls reporting scams and fraud in their community. Be sure to make an appropriate referral for this complaint.
5. General Information – Any calls that may be asking for general information relating to COVID-19. (Symptoms, how to protect themselves, etc.) BE SURE to ONLY use credible sources for this information. STICK TO FACTS.
6. Other – Help track other topics where calls relate to COVID-19. An “Other” description field should populate for you to document.

Also, if your region is giving out basic COVID-19 messaging or information to any callers or clients, and you would like a way to track that in SC ACT, please let Rene know.