


 Newsletter

August 13, 2020

No

72

Community Care Foster Family Home Program

Aloha CCFFH Operators,

CTA is distributing this information on behalf of the Office of Health Care Assurance.

VERY IMPORTANT

As **SOON AS** you suspect you have a COVID-19 exposure to any member (client, caregiver or household member adult or child) in your CCFFH **OR** a positive test to any member in your CCFFH ----The **VERY FIRST THING** you **MUST** do is **CALL 808-586-4586**. Be prepared to be on hold for awhile until someone can answer.

This number is for the Department of Health Disease Outbreak Control Division and they will be the lead agency directing you and all other agencies on what needs to be done based on your individual situation– The client's CMA should NOT be contacted before-hand and will NOT be leading the process and have to wait for DOCD to direct the case.

DO NOT call the client's case manager until you **CALL 808-586-4586**. If you do, the CMA will tell you to hang up and call this number and then call them back.

COVID Reporting Process



ABOUT COMMUNITY TIES OF AMERICA, INC.

Community Ties of America, Inc. provides licensure and certification on behalf of the State of Hawaii, Office of Health Care Assurance

Our website address to find forms, information and helpful tools including COVID-19 resources:

<http://comties.com/HIforms.html>

OHCA website for posted surveys

<http://health.hawaii.gov/ohca/inspection-reports/>

DO NOT fill out the COVID-19 reporting form until you **CALL 808-586-4586**.

Call 808-586-4586 first, even before people get tested if you suspect they have been exposed or are exhibiting symptoms. After you call the DOCD **THEN** and **ONLY** then call your client's case management agency and then fill out the form and fax a copy to the CMA and you also fax one directly to CTA too. These are the CCFHs responsibilities.

Once reported, the DOCD will look at each individual case to determine the appropriate course of action based on multiple factors.

The top of the form states to **call 808-586-4586 first**. The form can be found at:
<http://comties.com/HIforms/COVID-19%20Reporting%20Form.pdf>

You do not need to fill out an adverse event report form. Med-Quest and the Health plans will all be notified via this form by the client's CMA.

Please send an email to covid@comties.com if you have any questions about this process.

Mahalo,

Angel England, RN
Operations Manager



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