



# Discharge Processes for COVID-19 Positive Patients

Please use the following guidance when discharging patient who are diagnosed with COVID-19. Full guidance is available on Prompt [here](#).

## Discharge from the Emergency Department – Patient Known COVID Positive on Presentation OR Diagnosed During ED Presentation

COVID-19 Clearance	Contact SEPHU	Advise Discharge To:
SEPHU to complete post ED discharge as per Department of Health guidelines	If the patient is being discharged to an environment of concern (i.e. COVID negative or vulnerable people in their household, or concern about safe discharge) <b>Within hours:</b> 0427 171 811 <b>After hours:</b> Email <a href="mailto:SEPHU.Trace@monashhealth.org">SEPHU.Trace@monashhealth.org</a> with concerns and consider Short Stay Admission if unable to discharge safely	SEPHU <a href="mailto:SEPHU.Trace@monashhealth.org">SEPHU.Trace@monashhealth.org</a>  Relevant COVID Care Pathways team For Monash catchment: <a href="mailto:covidcare@monashhealth.org">covidcare@monashhealth.org</a>  Do not need to send the Discharge Summary

## Discharge from the Ward – Patient Cleared of COVID (no longer needs to isolate)

COVID-19 Clearance	Contact SEPHU	Advise Discharge To:
Please email <a href="mailto:covidclearance@monashhealth.org">covidclearance@monashhealth.org</a> if clearance indicated during admission  Clearance will be completed by authorised inpatient physicians (who will inform SEPHU)  Patient will be emailed a copy of their clearance documentation.	If authorised physicians require assistance to determine clearance eligibility <b>Within hours:</b> 0427 171 811 <b>After hours:</b> Clearance should occur within hours only	SEPHU <a href="mailto:SEPHU.Trace@monashhealth.org">SEPHU.Trace@monashhealth.org</a>  Relevant COVID Care Pathways team For Monash catchment: <a href="mailto:covidcare@monashhealth.org">covidcare@monashhealth.org</a>  Do not need to send the Discharge Summary

## Discharge from the Ward – Patient Still COVID Positive (still required to isolate)

COVID-19 Clearance	Contact SEPHU	Advise Discharge To:
SEPHU to complete post discharge as per Department of Health guidelines	If the patient is being discharged to an environment of concern (i.e. COVID negative or vulnerable people in their household, or concern about safe discharge) <b>Within hours:</b> 0427 171 811 <b>After hours:</b> Email <a href="mailto:SEPHU.Trace@monashhealth.org">SEPHU.Trace@monashhealth.org</a> with concerns and consider if discharge needs to be delayed to ensure a safe discharge destination	SEPHU <a href="mailto:SEPHU.Trace@monashhealth.org">SEPHU.Trace@monashhealth.org</a>  Relevant COVID Care Pathways team For Monash catchment: <a href="mailto:covidcare@monashhealth.org">covidcare@monashhealth.org</a>  Do not need to send the Discharge Summary

## Subacute Care / Residential Aged Care

Epping Private Hospital is the streaming site for patients requiring subacute, Geriatric Evaluation and Management (GEM) or residential aged care. All referrals should be directly to Dean Palmby (Chief Executive) on 0421 057 482. Monash Health GEM@Home cannot currently accept COVID Positive patients.

For Residential Aged Care patients being discharged back to their facility, please contact Residential In-Reach on 13004 INREACH (13004 46 73224).

## Hotel Quarantine

For patients who are medically ready for discharge, still COVID positive but cannot go home due to concerns about their ability to isolate safely, hotel quarantine may be available as a discharge destination.

Inpatient teams can make a direct referral to the Integrated Intake Assessment and Triage Service (IIATS) via this link [HQ Cat Item Public - IIATS Referral \(justice.vic.gov.au\)](https://justice.vic.gov.au)

Please advise SEPHU that the referral has been made via [SEPHU.Trace@monashhealth.org](mailto:SEPHU.Trace@monashhealth.org). If there has been no response to the referral within 2 days, IIATS can be contacted on 1800 365 100. Please note the time the referral was made so the IIATS team can search for the referral quickly.

Transport to Hotel Quarantine needs to be booked through the AV COVID Coordinator on 1300 565 115.

## Transporting COVID Positive Patients Home

Patients who are still COVID positive who are being discharged home either from the ward or from ED can be picked up from hospital by a household member or relative who is also COVID positive, if AV/NPT transport is not clinically indicated.

The process for executing this in a COVID-safe way is as follows:

- 1) Patient to nominate a household member or relative who is also COVID positive who is able to transport them home and provide contact details for them (mobile phone)
- 2) Nurse Manager (or ANM) to phone household member or relative to confirm that they are well enough to drive and to provide strict instructions about where to park on arrival, and under no circumstances are they to get out of the car for any reason on the way to hospital, at the hospital or on the way home from hospital
- 3) Nurse Manager (or ANM) to send an SMS to the household member or relative advising of the patient discharge, including date, time and hospital details including the ward phone number – this can be used as evidence by the household member or relative as a valid reason to leave home
- 4) Upon arrival at the hospital the household member or relative should park in the area as instructed, phone the ward to advise arrival and the patient will be brought directly down to the car using a COVID-safe transfer process

## COVID Positive Care Pathways

COVID Positive Care Pathways provides clinical care, symptom monitoring and access to social/welfare support for COVID positive patients who are not in hospital. The program includes specialist care for paediatrics and obstetric patients. Some patients will be known to COVID Care Pathways before admission. All patients who are discharged whilst still COVID positive must be linked in with their local pathway.

For patients in the Monash Health catchment, care is provided by Monash Health Complex Care, with specialty input provided by Monash Children's at Home (for paediatrics) and Maternal Fetal Medicine (for obstetrics). MC@H and MFM also provide advice and care for selected patient in the Alfred and Peninsula pathways.



## COVID Positive Care Pathways – Contact details within the South East

Health Service	Catchment Postcodes	Contact Details
Monash Health	3147, 3148, 3149, 3150, 3163, 3165, 3166, 3167, 3168, 3169, 3170, 3171, 3172, 3173, 3174, 3175, 3177, 3178, 3202, 3781, 3783, 3800, 3802, 3803, 3804, 3805, 3806, 3807, 3808, 3809, 3810, 3812, 3813, 3814, 3815, 3975, 3976, 3977, 3978, 3980, 3981, 3984	Monash Complex Care <a href="mailto:covidcare@monashhealth.org">covidcare@monashhealth.org</a> Phone: 0404 084 273
Alfred Health	3004, 3141, 3141, 3142, 3143, 3144, 3145, 3146, 3161, 3162, 3181, 3182, 3183, 3184, 3185, 3186, 3187, 3188, 3189, 3190, 3191, 3192, 3193, 3194, 3195, 3204, 3205, 3206, 3207	Alfred COVID Community Medical Team <a href="mailto:integratedcovidcareteam@alfred.org.au">integratedcovidcareteam@alfred.org.au</a> Phone: 0438 526 302 / 0437 693 280 (AH)
Peninsula Health	3196, 3197, 3198, 3199, 3200, 3201, 3910, 3911, 3912, 3913, 3915, 3916, 3918, 3919, 3920, 3921, 3926, 3927, 3928, 3929, 3930, 3931, 3933, 3934, 3936, 3937, 3938, 3939, 3940, 3941, 3942, 3943, 3944	Peninsula Community Care <a href="mailto:communitycareenquiry@p.hcn.vic.gov.au">communitycareenquiry@p.hcn.vic.gov.au</a> Phone: 9788 1700

## Contact details beyond the South East

Region	Health Service Catchments	Contact Details
North East Metro	Austin Health, Eastern Health, Northern Health, St Vincent's Hospital	If catchment unknown: <a href="mailto:medical.nephu@austin.org.au">medical.nephu@austin.org.au</a> If Austin Health catchment: <a href="mailto:covidcarepathways@austin.org.au">covidcarepathways@austin.org.au</a> If Eastern Health catchment: <a href="mailto:COVIDsupport@easternhealth.org.au">COVIDsupport@easternhealth.org.au</a> If Northern Health catchment: <a href="mailto:nh-covidcommunityhelpdesk@nh.org.au">nh-covidcommunityhelpdesk@nh.org.au</a> If St Vincent's Health catchment: <a href="mailto:healthmonitor@svha.org.au">healthmonitor@svha.org.au</a>
West Metro	Melbourne Health, Western Health, Djerriwarrh Health, Mercy Health Werribee	<a href="mailto:CovidCareTL@cohealth.org.au">CovidCareTL@cohealth.org.au</a> Phone: 03 9448 5551
Barwon South West Region	Barwon Health, South West Healthcare	<a href="mailto:phu@barwonhealth.org.au">phu@barwonhealth.org.au</a> Phone: 1300 942 241
Gippsland Region	Latrobe Regional Hospital	<a href="mailto:phu@lrh.com.au">phu@lrh.com.au</a> Phone: 03 5173 5451
Grampians Region	Ballarat Health Services	<a href="mailto:phu@bhs.org.au">phu@bhs.org.au</a> Phone: 0428 493 084
Hume Goulburn Region	Goulburn Valley Health	<a href="mailto:phu@gvhealth.org.au">phu@gvhealth.org.au</a> Phone: 1800 313 070
Ovens Murray Region	Albury Wodonga Health	<a href="mailto:phu@awh.org.au">phu@awh.org.au</a> Phone: 0400 645 476
Loddon Mallee Region	Bendigo Health	<a href="mailto:phu@bendigohealth.org.au">phu@bendigohealth.org.au</a> Phone: 1800 959 400

