

**Appendix 1.** Demographics of active EHHOP patients

	<b>Number of Patients</b>	<b>Percent of Patients</b>
<b>Total Active Patients</b>	207	-
<b>Preferred Language:</b>		
Spanish	163	78.7%
English	32	15.5%
Other	5	2.4%
Unknown	7	3.4%
<b>Age:</b>		
<45	91	44.0%
45-54	51	24.6%
55-64	42	20.3%
>65	16	7.7%
Unknown	7	3.4%
<b>Gender:</b>		
Cis Female	111	53.6%
Cis Male	91	44.0%
Trans Female	1	0.5%
Trans Male	1	0.5%
Unknown	3	1.4%

## **Appendix 2.** ACT COVID Screening Questions and Scoring

### **Cash Grant Assistance**

1. Have you and/or your partner lost your job(s) due to COVID-19? **(1 point if only patient lost job, 2 points if both patient and partner lost jobs)**
2. Do you receive any child support or public benefits? **(1 point if do not receive child support/public benefits)**
3. Are you behind on paying your rent or utilities? If so, by how many month(s)? **(1 point for each month prior to start of NYC lockdown)**
4. If a patient is not behind on rent/utilities: How many more months do you think you will be able to pay rent and utilities? **(1 point for each month prior to start of NYC lockdown)**
5. If patient has not been paying rent: Has your landlord threatened eviction? **(1 point if landlord has threatened eviction)**
6. If the patient has not been paying utilities: Are your utilities still on? Do you know for how long they will stay on? **(1 point if utilities have been shut off)**
7. How many people live in your household? **(1 point for more than 5 people in the household)**
8. Do you have any children? **(1 point for each child)**
9. Including yourself, how many people are in your household above 60? **(1 point for each adult older than 60 years old)**

### **Additional Food Delivery**

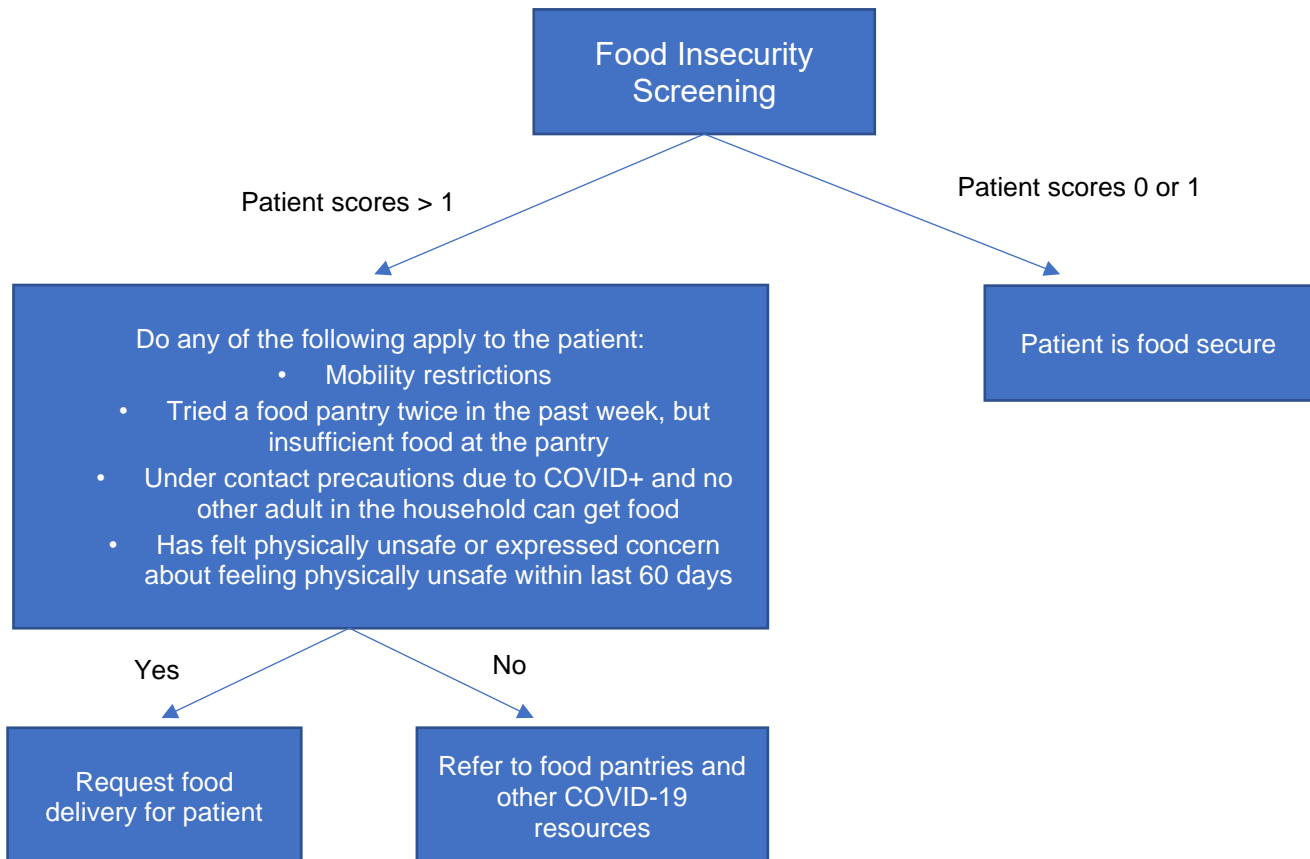
1. Is the patient under mobility restrictions that keep them ambulating to/from their home? **(2 points if yes)**
2. Has the patient recently attended a food pantry 2x past week, but there was not enough quantity or nutritious food? **(1 point if yes)**
3. Is the patient under contact precautions due to symptoms of suspected COVID+? **(3 points if yes)**
4. Has the patient expressed concern about domestic or intimate partner violence within the last 60 days? **(2 points if yes)**
5. Does the patient have ESRD (end-stage renal disease)? **(3 points if yes)**
6. Does the patient have Diabetes Mellitus (DM)? **(2 points if yes)**
7. Does the patient have Hypertension (HTN)? **(1 point if yes)**
8. Is the patient currently on immunosuppressive therapy? **(2 points if yes)**
9. Does that patient have asthma or other respiratory problems? **(2 points if yes)**
10. Does the patient have another comorbidity? **(1 point if yes)**
11. Prior to COVID-19, was your patient unemployed or undomiciled? **(2 points if yes)**

### Appendix 3. ACT Food Insecurity Screening Questions & Protocol

#### Step 1: Food Insecurity Scoring

- "The food that we bought just didn't last and we didn't have money to get more." Was that often, sometimes, or never true for you or your household in the last 30 days?
  - Often = 2 points
  - Sometimes = 1 point
  - Never = 0 points
- "We couldn't afford to eat balanced meals." Was that often, sometimes, or never true for you or your household in the last 30 days?
  - Often = 2 points
  - Sometimes = 1 point
  - Never = 0 points
- In the last 30 days, did you or other adults in your household ever cut the size of your meals or skip meals because there wasn't enough food?
  - If you answered yes to the last question, how many days did this happen?
  - Yes = 1 point
  - No = 0 points
- In the last 30 days, did you ever eat less than you felt you should because there wasn't enough money for food?
  - Yes = 1 point
  - No = 0 points
- In the last 30 days, were you ever hungry but didn't eat because there wasn't enough money for food?
  - Yes = 1 point
  - No = 0 points

#### Step 2: Patient Counseling/Provision of Resources



#### **Appendix 4.** EHHOP Pharmacy and COVID(+)/(-) Mask Kit Drop-Off Checklist

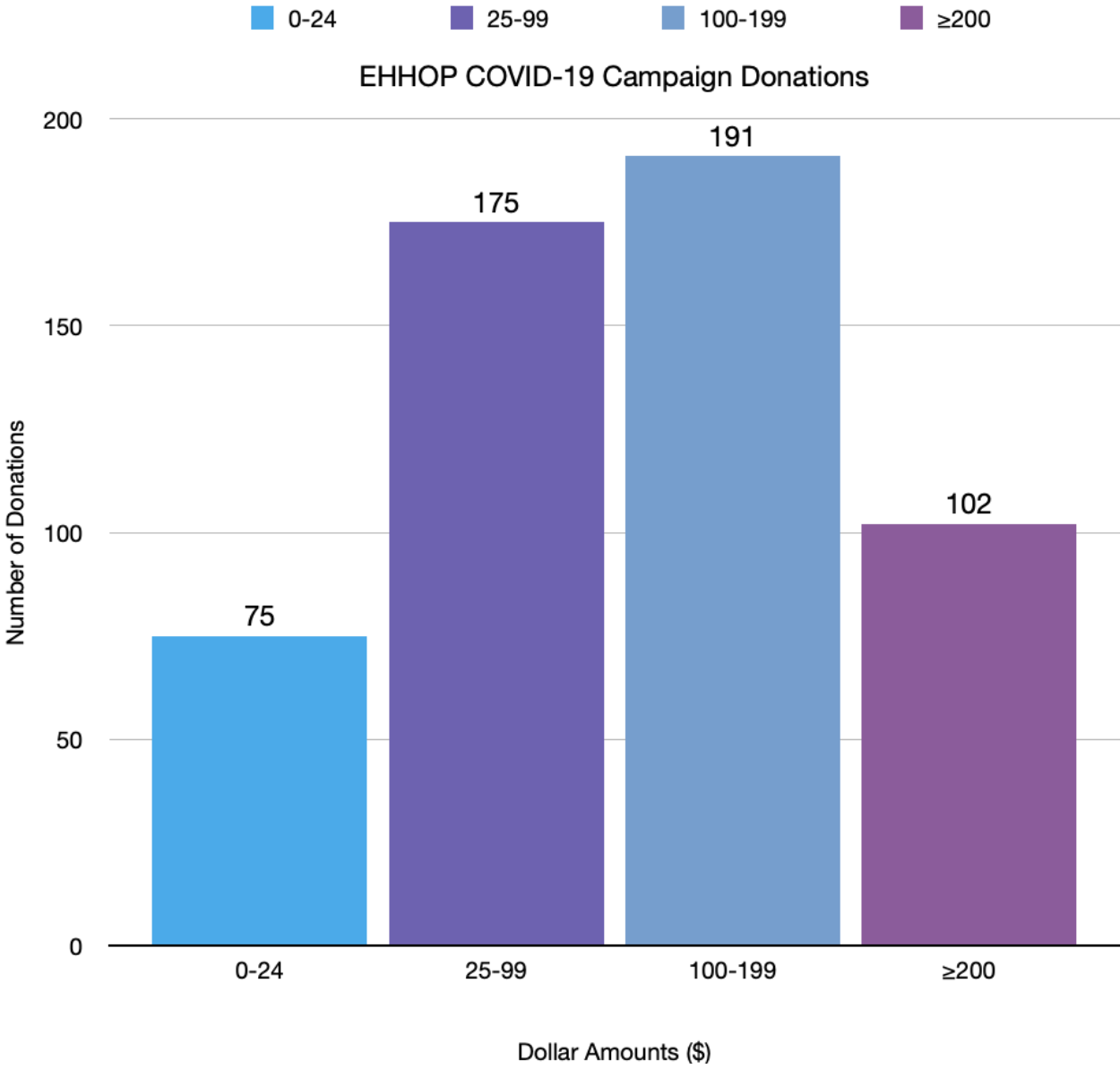
1. Sign-up for patient in volunteer spreadsheet.
2. Call patient to confirm address and number of people in household, and coordinate a drop-off time. Inform the patient that due to health system policy, students cannot come in contact with patients. Inform them that you will be dropping off the medication and masks for everyone in the household, leaving, and then will call back to confirm it was picked up.
  - a. If delivering insulin, see if they need any of the following supplies: test strips/pen needles/syringes/lancets/alcohol swabs.
  - b. If the patient is listed as homeless/living in shelter in notes, ask if they have access to a laundry facility or boiling water and would prefer a washable cloth mask. Otherwise, give them a 7-day supply of disposable masks.
3. Pick up patient's medication.
  - a. For insulin, determine how many insulin pens the patient needs. Take pens and any supplies the patient needs (test strips/pen needles/syringes/lancets/swabs).
4. Pick up meds/supplies and assemble mask kits, including mask and food resource sheets.
5. For Mask Kit delivery
  - a. Check the volunteer spreadsheet to see if a mask kit has already been delivered, or if one has been made and labeled with your patient's name and address. If there is no pre-made kit for your patient in the closet, assemble a kit following the instructions below, if supplies are available.
  - b. Mask kit assembly:
    - i. If your patient is COVID(-) and indicated as domiciled, add the following to the pharmacy bag and staple shut:
      1. Cloth masks: one for each member of the household.
      2. 1 Mask Transit/EHHOP Mask Education pamphlet for domiciled (double check if patient is Spanish or English speaking and give correct pamphlet).
      3. 1 EHHOP Food Resources sheet (double check if patient is Spanish or English speaking and give correct pamphlet).
    - ii. If your patient is COVID(-) and indicated as undomiciled (homeless)/requiring disposable masks, add the following to the pharmacy bag and staple shut:
      1. Disposable (not cloth) masks: 7 (1 week's supply).
      2. 1 Mask Transit/EHHOP Mask Education pamphlet for the undomiciled (double check if patient is Spanish or English speaking and give correct pamphlet).
      3. 1 EHHOP Food Resources sheet (double check if patient is Spanish or English speaking and give correct pamphlet).
    - iii. If your patient is COVID+, add the following to the pharmacy bag and staple shut:

1. Disposable (not cloth) masks: 7 (1 week's supply for patient + 1/family member living in same house).
2. 1 thermometer, if indicated on spreadsheet.
3. 1 pair of gloves for patient + each family member living in same house.
4. 1 Mask Transit/EHHOP Mask Education pamphlet (double check if patient is Spanish or English speaking).
5. 1 EHHOP Food Resources sheet (double check if patient is Spanish or English speaking).

Note: you should only assemble the kits that will be delivered that day, immediately following assembly.

6. Take a mask.
7. Go to patient's address.
8. Put on the mask when you're close to the patient's door.
9. Drop-off supplies at door (do not ring doorbell or contact patient yet) and walk away.
  - a. Try and avoid any direct patient contact
10. Call the patient to inform them that their meds/masks have been dropped off, and confirm they have received them.

**Appendix 5.** EHHOP COVID-19 Campaign Donations



## Appendix 6. Mask Kit Information Sheets for Patients



## PROTECTING YOURSELF, YOUR LOVED ONES, AND YOUR COMMUNITY



THESE ARE NOT SURGICAL MASKS BUT WILL ALLOW A LAYER OF PROTECTION FOR BOTH YOU AS OUR PATIENT, YOUR FAMILIES, AND THOSE YOU MAY INTERACT WITH. PLEASE WASH THESE MASKS BEFORE USE (INSTRUCTIONS ARE INCLUDED IN THE PAMPHLET PROVIDED).

### WHY WEAR A MASK

- MASKS MAY PROTECT YOU AND IMPORTANTLY, THEY CAN PREVENT THE SPREAD OF THE VIRUS FROM PEOPLE WHO ARE INFECTED BUT DON'T HAVE SYMPTOMS.
- DOCTORS RECOMMEND THAT PEOPLE STAY AT HOME AS MUCH AS POSSIBLE. BUT IF YOU MUST LEAVE THE HOME FOR WORK, GROCERIES, OR FOR FRESH AIR:
  - > WEAR A MASK.
  - > KEEP A DISTANCE OF AT LEAST 6 FEET FROM OTHER PEOPLE AND AVOID CROWDS.
  - > AVOID PUBLIC TRANSPORTATION WHEN POSSIBLE.
  - > DO NOT TOUCH YOUR FACE, AND WASH YOUR HANDS WITH WARM WATER AND SOAP FOR AT LEAST 20 SECONDS.
- LIMITING CONTACT WITH OTHER PEOPLE REDUCES THE SPREAD OF THE VIRUS. TRY NOT TO INTERACT WITH PEOPLE OUTSIDE OF YOUR HOUSEHOLD (OTHER RELATIVES, FRIENDS, ETC.)

### HOW TO USE THE MASK

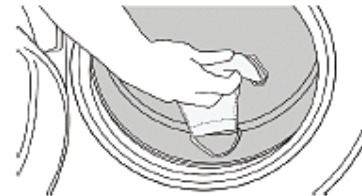
- YOUR MASK SHOULD FIT SNUGLY AROUND YOUR NOSE, MOUTH, AND AS MUCH OF YOUR LOWER FACE AS POSSIBLE WITHOUT MAKING BREATHING DIFFICULT.
- TO SAFELY TAKE THE MASK OFF, TAKE IT OFF FROM THE BACK AND BE CAREFUL NOT TO TOUCH THE FRONT, YOUR EYES, NOSE, AND MOUTH. WASH YOUR HANDS IMMEDIATELY BEFORE AND AFTER REMOVING THE MASK.
- WHEN YOU AREN'T USING IT, STORE YOUR MASK IN A PAPER BAG.



### HOW TO CLEAN THE MASK

CHOOSE ONE OF THE FOLLOWING:

- DISINFECT YOUR MASK FOR AN HOUR IN A BOWL WITH ONE PART BLEACH IN THREE TO FOUR PARTS WATER, THEN RINSE AND HANG IT IN SUNLIGHT TO DRY.
- PLACE YOUR MASK FOR 10 MINUTES IN BOILING WATER.
- LAUNDRER YOUR MASK IN THE WASHING MACHINE ON ITS HIGHEST HEAT SETTING. AIR DRY.



- FOR REGULAR USE, WASH ONCE A WEEK. IF YOU ARE CARING FOR SOMEONE WITH THE VIRUS, WASH DAILY. IF YOU HAVE THE VIRUS, WASH DAILY TO EVERY OTHER DAY.

### COVID-19 FREQUENTLY ASKED QUESTIONS

#### WHAT IS COVID-19?

- > COVID-19 IS A DISEASE CAUSED BY A NEW VIRUS THAT SPREADS FROM COUGHS AND SNEEZES, BUT NEW INFORMATION SUGGESTS IT MAY ALSO SPREAD FROM BREATHING AND TALKING.
- > THE MOST COMMON SYMPTOMS INCLUDE FEVER, COUGH, AND SHORTNESS OF BREATH.
- > MANY PEOPLE WHO ARE INFECTED WILL NOT SHOW SYMPTOMS, BUT ARE ABLE TO SPREAD THE VIRUS.
- > WHILE MOST PEOPLE WITH COVID-19 ARE LIKELY TO EXPERIENCE A FLU-LIKE ILLNESS WITH FULL RECOVERY, INFECTION CAN CAUSE PNEUMONIA IN SEVERE CASES.
- > FOR THOSE WITH LUNG DISEASE SUCH AS ASTHMA OR COPD, MAKE SURE TO TAKE YOUR SCHEDULED MEDICATIONS AND HAVE YOUR RESCUE INHALERS READY IN CASE YOU EXPERIENCE SYMPTOMS.

#### WHAT SHOULD I DO IF I FEEL SICK?

- > IF YOU DEVELOP SYMPTOMS, STAY HOME! YOU ARE CLEARED TO RETURN TO WORK 7 DAYS AFTER THE START OF SYMPTOMS OR UNTIL YOU HAVE BEEN SYMPTOM FREE FOR 72-HOURS, WHICHEVER IS LONGER. THERE IS NO NEED TO GET TESTED UNLESS YOUR SYMPTOMS REQUIRE HOSPITALIZATION.
- > YOU CAN TAKE TYLENOL TO MANAGE YOUR FEVER.
- > IF YOU DO NOT HAVE TYLENOL, CALL EHHOP TO ARRANGE DELIVERY.
- > IF YOUR FEVER/COUGH WORSENS, CALL EHHOP.
- > IF YOU DEVELOP EMERGENCY SYMPTOMS FOR COVID-19, CALL 911! THIS INCLUDES TROUBLE BREATHING, PERSISTENT PAIN/PRESSURE IN YOUR CHEST, NEW CONFUSION, AND/OR BLUISH LIPS/FACE.
- > CALL 311 IF YOU HAVE TROUBLE GETTING MEDICAL ATTENTION.
- > CALLING BEFOREHAND IS IMPORTANT TO MAKE SURE YOU AREN'T GOING TO THE HOSPITAL IF NOT NECESSARY.

#### WANT MORE INFORMATION?

- > SIGN UP FOR UPDATES FROM NEW YORK CITY BY TEXTING COVID TO XXX-XXX.
- > VISIT [WWW.NYC.GOV/CORONAVIRUS](http://WWW.NYC.GOV/CORONAVIRUS) FOR UPDATES.
- > CALL THE NY STATE DEPARTMENT OF HEALTH'S CORONAVIRUS HOTLINE.

# BANDANA MASK

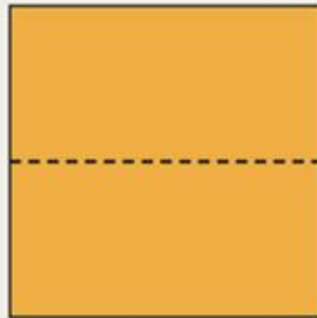
(NO SEW METHOD)

## WHAT YOU NEED

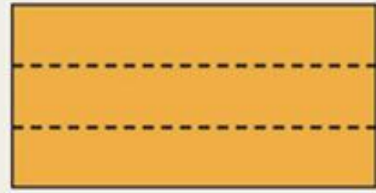
- Bandana
- Rubber bands or hair ties



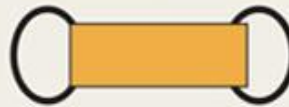
PLACE RUBBER BANDS OR HAIR TIES ABOUT 6 INCHES APART



FOLD TOP DOWN AND BOTTOM UP



FOLD SIDES TO THE MIDDLE AND TUCK

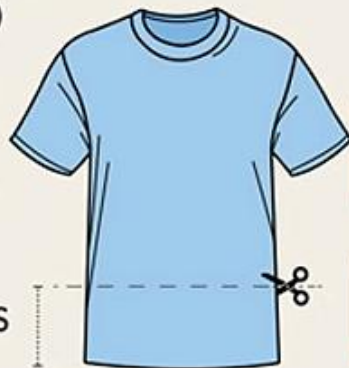


# QUICK CUT T-SHIRT CLOTH MASK

(NO SEW METHOD)

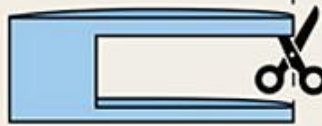
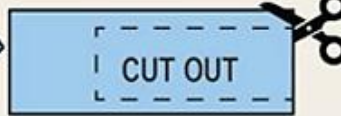
## WHAT YOU NEED

- T-shirt
- Scissors



7 TO 8 INCHES

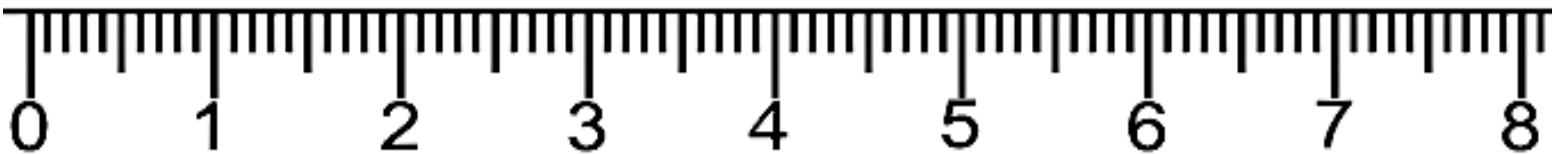
6 TO 7 INCHES



TIE STRINGS AROUND NECK, THEN OVER TOP OF HEAD



Source: Ministry of Health & CDC





## Appendix 6. Mask Kit Information Sheets for Patients (Spanish)



## PROTEGIENDOTE, A TUS SERES QUERIDOS, Y A LA COMUNIDAD



ESTAS NO SON MÁSCARAS QUIRÚRGICAS PERO PERMITIRÁN UNA CAPA DE PROTECCIÓN PARA USTED COMO NUESTRO PATENTE, SU FAMILIA Y AQUELLOS CON QUIEN PUEDA INTERACTUAR. POR FAVOR LAVE ESTAS MÁSCARAS ANTES DEL USO (LAS INSTRUCCIONES ESTAN INCLUIDAS EN EL FOLLETO PROPORCIONADO).

### ¿POR QUÉ USAR UNA MÁSCARA?

- LAS MÁSCARAS PUEDEN PROTEGERLO Y EVITAR LA PROPAGACIÓN DEL VIRUS DE PERSONAS QUE ESTÁN INFECTADAS PERO NO TIENEN SÍNTOMAS.
- LOS DOCTORES RECOMIENDAN QUE LAS PERSONAS SE QUEDEN EN CASA TANTO COMO SEA POSIBLE, PERO SI DEBEN SALIR DE LA CASA PARA TRABAJAR, ALIMENTOS O PARA EL AIRE FRESCO:
  - > USE UNA MÁSCARA.
  - > MANTENGA UNA DISTANCIA DE AL MENOS 6 PIES DE OTRAS PERSONAS Y EVITE LAS MULTITUDES.
  - > EVITE EL TRANSPORTE PÚBLICO CUANDO SEA POSIBLE.
  - > NO TOQUE SU CARA, Y LAVE SUS MANOS CON AGUA CALIENTE Y JABÓN POR AL MENOS 20 SEGUNDOS.
- EL LÍMITE DE CONTACTO CON OTRAS PERSONAS REDUCE LA PROPAGACIÓN DEL VIRUS. INTENTE NO INTERACTUAR CON LAS PERSONAS FUERA DE SU HOGAR (OTROS RELACIONADOS, AMIGOS, ETC.)

### COVID-19 PREGUNTAS FRECUENTES (FAQS)

#### ¿QUE ES EL COVID-19?

- > COVID-19 ES UNA ENFERMEDAD CAUSADA POR UN NUEVO VIRUS QUE SE PROPAGA POR TOS Y ESTORNUDOS, PERO LA NUEVA INFORMACIÓN SUGIERE QUE TAMBIÉN PUEDE PROPAGARSE A TRAVÉS DE LA RESPIRACIÓN Y AL HABLAR.
- > LOS SÍNTOMAS MÁS COMUNES INCLUYEN FIEBRE, TOS Y FALTA DE AIRE.
- > MUCHAS PERSONAS QUE ESTÁN INFECTADAS NO MOSTRARÁN SÍNTOMAS, PERO PODRÁN PROPAGAR EL VIRUS.
- > AUNQUE LA MAYORÍA DE LAS PERSONAS CON COVID-19 TENDRAN UNA ENFERMEDAD COMO LA GRIPE Y RECUPERACIÓN COMPLETA, LA INFECCIÓN PUEDE CAUSAR NEUMONÍA EN CASOS GRAVES.
- > PARA AQUELLOS CON ENFERMEDADES PULMONALES COMO EL ASMA O EPOC, ASEGÚRESE DE TOMAR SUS MEDICAMENTOS PROGRAMADOS Y TENGA SU INHALADOR DE RESCATE LISTO EN CASO DE QUE TENGA SÍNTOMAS.

#### ¿QUÉ DEBO HACER SI ME SIENTO ENFERMO?

- > SI DESARROLLAS SÍNTOMAS, ¡QUEDESE EN CASA! TIENE AUTORIZACIÓN PARA REGRESAR AL TRABAJO 7 DÍAS DESPUÉS DEL INICIO DE SÍNTOMAS O DESPUES QUE NO TENGA SÍNTOMAS POR 72 HORAS, EL QUE SEA MÁS LARGO. NO HAY NECESIDAD DE HACERSE LA PRUEBA AL MENOS DE QUE SUS SÍNTOMAS REQUIERAN HOSPITALIZACIÓN.
- > PUEDE TOMAR TYLENOL PARA MANEJAR SU FIEBRE.
- > SI NO TIENE TYLENOL, LLAME A EHHOP PARA ARREGLAR LA ENTREGA.
- > SI SU FIEBRE Y/O TOS SE AUMENTA, LLAME A EHHOP.
- > SI DESARROLLA SÍNTOMAS DE EMERGENCIA PARA COVID-19, ¡LLAME AL 911! ESTO INCLUYE DIFICULTAD PARA RESPIRAR, DOLOR Y/O PRESIÓN PERSISTENTE EN SU PECHO, NUEVA CONFUSIÓN Y / O LABIOS / CARA QUE ESTÉN AZUL.
- > LLAME AL 311 SI TIENE PROBLEMAS PARA OBTENER ATENCIÓN MÉDICA.
- > LLAMAR ANTES IR AL HOSPITAL ES IMPORTANTE PARA ASEGURARSE DE QUE NO VAYAS SI NO ES NECESARIO.

#### ¿QUIERES MÁS INFORMACIÓN?

- > ENVÍE EL MENSAJE "COVIDESP" AL NUMERO XXX-XXX PARA SUSCRIBIRSE A RECIBIR ACTUALIZACIONES DE LA CIUDAD DE NUEVA YORK.
- > VISITE [WWW.NYC.GOV/CORONAVIRUS](http://WWW.NYC.GOV/CORONAVIRUS) PARA ACTUALIZACIONES.
- > LLAME A LA LÍNEA DIRECTA DE CORONAVIRUS DEL DEPARTAMENTO DE SALUD DE LA CIUDAD DE NUEVA YORK.

### COMO USAR UNA MÁSCARA.

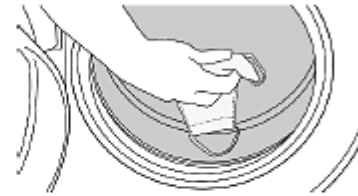
- DEBE AJUSTAR SU MÁSCARA ALREDEDOR DE SU NARIZ, BOCA Y TANTO DE SU CARA INFERIOR COMO POSIBLE SIN HACER RESPIRACIÓN DIFÍCIL.
- PARA QUITARSE LA MÁSCARA CON SEGURIDAD, QUITELA POR LA PARTE POSTERIOR Y TENGA CUIDADO DE NO TOCAR EL FRENTE, SUS OJOS, NARIZ Y BOCA. LAVE SUS MANOS INMEDIATAMENTE ANTES Y DESPUÉS DE QUITÁRSELA MÁSCARA.
- CUANDO NO LA ESTE USANDO, GUARDE SU MÁSCARA EN UNA BOLSA DE PAPEL.



### COMO LIMPIAR UNA MÁSCARA.

ELIGE UNO DE LOS SIGUIENTES:

- DESINFECTE SU MÁSCARA POR UNA HORA EN UN TAZÓN CON UNA PARTE DE BLANQUEADOR Y TRES A CUATRO PARTES DE AGUA. LUEGO ENJUAGA, CUELGUE, Y DEJE SECAR AL AIRE LIBRE.
- COLOCA SU MÁSCARA **POR 10 MINUTOS EN AGUA HIRVIENDO.**
- LAVE SU MÁSCARA EN LA LAVADORA CON LA CONFIGURACIÓN DE CALOR MÁS ALTA. DEJE SECAR AL AIRE LIBRE.



- PARA USO REGULAR, LAVELA UNA VEZ A LA SEMANA. SI USTED ESTÁ CUIDANDO ALGUIEN CON EL VIRUS, LAVELA DIARIAMENTE. SI TIENE EL VIRUS, LAVELA DIARIAMENTE CADA OTRO DÍA.

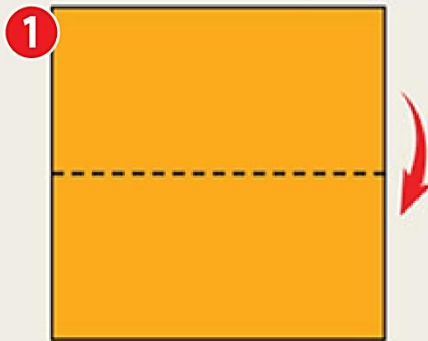
# MÁSCARA DE PAÑUELO

(MÉTODO QUE NO REQUIERE COSTURA)

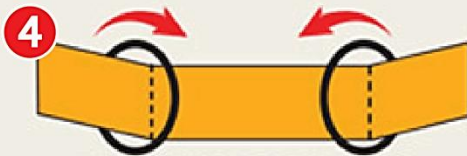
DOBLE LA PARTE DE ARRIBA HACIA ABAJO Y LA PARTE DE ABAJO HACIA ARRIBA

## QUE NECESITAS

- PAÑUELO
- BANDA ELÁSTICA O GOMAS DE PELO



COLOQUE DOS BANDAS ELÁSTICAS O GOMAS DE PELO A 6 PULGADAS DE DISTANCIA



DOBLE CADA LADO HACIA EL CENTRO Y PLIEGUE



# MÁSCARA DE TELA DE CAMISETA

(MÉTODO QUE NO REQUIERE COSTURA)

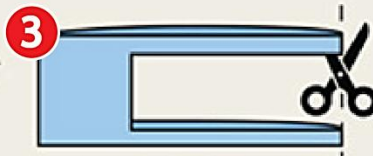
## QUE NECESITAS

- CAMISETA
- TIJERAS

7 A 8 PULGADAS

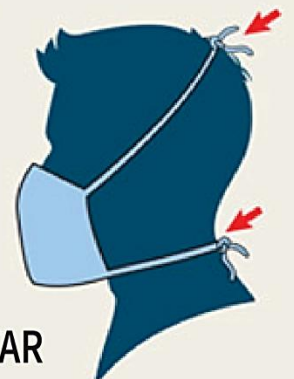


6 A 7 PULGADAS

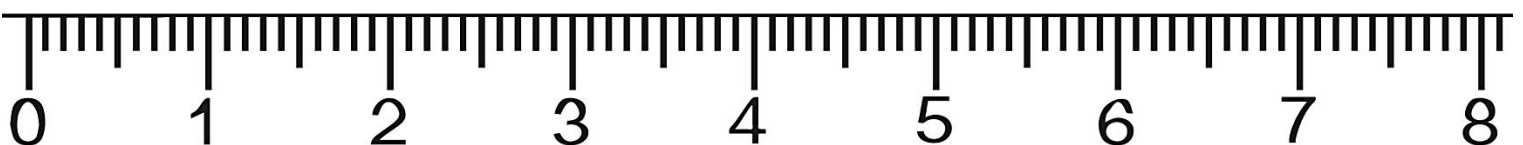


CORTE LOS CORDONES DE ATAR

ATE LOS CORDONES ALREDEDOR DEL CUELLO Y LUEGO ALREDEDOR DE LA PARTE SUPERIOR DE LA CABEZA



Source: Ministry of Health & CDC



# EHHOP Newsletter

East Harlem Health Outreach Partnership

## COVID-19 Response

### What is COVID-19?

- COVID-19 is a disease caused by the novel coronavirus, and can spread from person to person through respiratory droplets from coughing, sneezing, and even speaking.



### What are the symptoms?

- Symptoms include **fever, cough, shortness of breath, loss of smell or taste, and diarrhea.**

### What should I do if I feel sick?

- If you experience these symptoms or are concerned about COVID-19, **call EHHOP immediately.** We will set up an urgent appointment for you with our healthcare team.
- All patients diagnosed with or suspected of having COVID-19 will receive a kit containing a mask, gloves, Tylenol, and CDC instructions on hand washing, social distancing, and what to do if you are sick.

### Additional resources:

- [CDC website](#) for [COVID-19 FAQ's](#) and [guidelines on what to do if you are sick.](#)
- [NYC Department of Health website](#) for updates.
- EHHOP COVID-19 Resource Guide for a list of resources addressing health, housing, and legal concerns, as well as a list of local food resources (pages 5-8).
- Any New Yorker can receive 3 free meals each day, with no ID or registration required. For more information, and to find locations where meals can be picked up, visit the [NYC Department of Education website.](#)

## Additional Deliveries

- **Medical supplies:** we can deliver a 3 month supply of medications and supplies such as inhalers, glucose test strips, lancets, and syringes for patients with limited mobility, or who don't feel comfortable coming to the hospital pharmacy at this time. Please call EHHOP to have this arranged.
- **Food:** deliveries can be arranged for those who are struggling to buy food, and emergency deliveries can be arranged. Please call EHHOP to have this arranged.
- **Face masks:** we are starting a program to deliver masks to all EHHOP patients, even if you do not have COVID-19, because the Centers for Disease Control (CDC) recommends that everyone wears a protective face mask.



- We will provide a reusable mask for each member of your household, along with instructions for mask usage and a list of local food resources. We will call to confirm your address, and we will deliver these materials either by mail or through a no-contact delivery.



We can't thank you enough for your flexibility and understanding as we adapt to this new situation, and we wish you and your families health and safety.

# EHHOP Newsletter

East Harlem Health Outreach Partnership

## Telehealth Updates

**In response to COVID-19, Mount Sinai Hospital has cancelled all non-urgent, in-person medical visits until July 2020. To follow this policy, all EHHOP visits have been rescheduled over telehealth.**

*What is a telehealth visit?*

- Your telehealth visit will involve a phone or video visit with a student clinician, followed by a visit with an attending physician.



*How will it be different from a regular in person visit?*

- The purpose of your telehealth visit will be the same- to check in on existing medical issues.
- We will be unable to do blood tests or physical examinations through telehealth, but we can still cover a lot of ground! For urgent tests, we can arrange for these to be done safely.

*When will my visit take place?*

- Saturdays, during the same time slots as regular visits. Previously scheduled appointment dates and times will be kept.
- **If an urgent need arises, please call EHHOP** and we can schedule urgent visits with a student clinician during the week.
- We apologize for any scheduling changes that have taken place over the past few weeks. If your appointment is canceled, we will notify you with a telephone call and reschedule.

## Census Reminder

*What is the census?*

- You may have received a notice in the mail with instructions to complete the 2020 Census. The census aims to count each person living in every household in the United States.

*Should I complete the census?*

- **Yes!** It is required by law, and the census is used to determine how federal money will be distributed among communities. Filling out the census helps to make sure your community receives funding for resources such as education, healthcare, and income support.

*Is it safe for me to complete the census?*

- By law, the information you provide must be kept confidential by the U.S. Census Bureau. They cannot share your personal information with the IRS or any federal government agency.
- There are no questions on the census about citizenship status- so it is safe to fill out regardless of your immigration or documentation status.

*How can I complete the census?*

- Online form, by phone (844-330-2020), or by mail. Responses will be collected through October 31.

*Additional resources:*

- [Official Census 2020 website](#), for more information including COVID-19 updates.
- [New York Immigration Coalition website](#) and [New York Legal Assistance Group website](#) for more information about completing the census.
- [Examples of the census form](#), so you know what to expect!
- [A video about the census](#) from the U.S. Census Bureau.



# EHHOP Newsletter

East Harlem Health Outreach Partnership

## Respuesta de COVID-19

### ¿Qué es COVID-19?

- COVID-19 es una enfermedad causada por el nuevo coronavirus, y puede propagarse de persona a persona a través de las gotas respiratorias al toser, estornudar e incluso hablar.



### ¿Cuales son los síntomas?

- Los síntomas incluyen **fiebre, tos, falta de aliento, pérdida del olfato o del gusto y diarrea.**

### ¿Qué debo hacer si me siento enfermo?

- Si experimenta estos síntomas o le preocupa COVID-19, llame a **EHHOP de inmediato.** Estableceremos una cita urgente para usted con nuestro equipo de atención médica.
- Todos los pacientes diagnosticados o sospechosos de tener COVID-19 recibirán un botiquín que contiene una máscara, guantes, Tylenol e instrucciones del CDC sobre lavado de manos, distanciamiento social y qué hacer si está enfermo.

### Recursos adicionales:

- [Sitio web de los CDC](#) para las preguntas frecuentes, pautas sobre COVID-19 y para información sobre qué hacer si está enfermo.
- [Sitio web del Departamento de Salud de Nueva York](#) para actualizaciones.
- EHHOP COVID-19 Guía de recursos para obtener una lista de recursos sobre salud, vivienda y asuntos legales, así como recursos locales para alimentos.
- Cualquier neoyorquino puede recibir 3 comidas gratis cada día, sin identificación o registro requerido. Para obtener más información y para encontrar lugares donde se puede recoger comidas, visite [el sitio web del Departamento de Educación de Nueva York.](#)

## Entregas adicionales

- **Suministros médicos:** podemos entregarle suficiente medicamentos por tres meses y suministros como inhaladores, tiras reactivas de glucosa, lancetas y jeringas a los pacientes con movilidad limitada o que no se sientan cómodos para ir a la farmacia del hospital en este momento. Llame a EHHOP para arreglar esto.
- **Alimentos:** se puede organizar entregas de alimentos para aquellos que luchan para comprar comida. Llame a EHHOP para arreglar esto.
- **Máscaras faciales:** estamos comenzando un programa para entregar máscaras a todos los pacientes de EHHOP, incluso lo que no tienen COVID-19, porque los Centros para el Control de Enfermedades (CDC) recomiendan que todos usen una máscara facial protectora.
  - Proporcionaremos una máscara reutilizable para cada miembro de su hogar, junto con instrucciones para el uso de la máscara y una lista de recursos alimenticios locales. Llamaremos para confirmar su dirección, y le entregaremos estos materiales por correo o mediante una entrega sin contacto.



No podemos agradecerle lo suficiente por su flexibilidad y comprensión mientras nos adaptamos a esta nueva situación, y les deseamos a usted y a sus familias salud y seguridad.

# EHHOP Newsletter

East Harlem Health Outreach Partnership

## Actualizaciones de telesalud

En respuesta a COVID-19, el Hospital Mount Sinai ha cancelado todas las visitas médicas no urgentes en persona hasta julio del 2020. Para cumplir con esta política, todas las visitas de EHHOP se han reprogramado por telesalud.

### ¿Qué es una visita de telesalud?

- Su visita de telesalud implicará una visita telefónica o de video con un estudiante clínico, seguida por una visita con un médico tratante.



### ¿Cómo será diferente de una visita regular en persona?

- El propósito de su visita de telesalud será el mismo: verificar los problemas médicos existentes.
- No podremos hacer análisis de sangre o exámenes físicos a través de telesalud, pero aún podemos cubrir mucho terreno. Para pruebas urgentes, podemos hacer arreglos para que se realicen de manera segura.

### ¿Cuándo tendrá lugar mi visita?

- Los sábados, durante el mismo horario que las visitas regulares. Las fechas y horarios de citas previamente programadas se mantendrán.
- Si surge una necesidad urgente, llame a EHHOP y podemos programar visitas urgentes con un estudiante clínico durante la semana.
- Nos disculpamos por cualquier cambio de programación que haya tenido lugar en las últimas semanas. Si se cancela su cita, le notificaremos con una llamada telefónica y reprogramamos.

## Recordatorio del censo

### ¿Qué es el censo?

- Es posible que haya recibido un aviso por correo con instrucciones para completar el Censo 2020. El censo tiene como objetivo contar a cada persona que vive en cada hogar en los Estados Unidos.

### ¿Debo completar el censo?

- ¡Sí! Es requerido por ley, y el censo se usa para determinar cómo se distribuirá el dinero federal entre las comunidades. Completar el censo ayuda a garantizar que su comunidad reciba fondos para recursos como educación, atención médica y apoyo a los ingresos.

### ¿Es seguro para mí completar el censo?

- Por ley, la información que usted proporciona debe ser confidencial por la Oficina del Censo de EE. UU. No pueden compartir su información personal con el IRS ni con ninguna agencia del gobierno federal.
- No hay preguntas en el censo sobre el estado de ciudadanía, por lo que es seguro completarlo independientemente de su estado de inmigración o documentación.

### ¿Cómo puedo completar el censo?

- Formulario en línea, por teléfono (844-468-2020) o por correo. Las respuestas se recopilarán hasta el 31 de octubre.

### Recursos adicionales:

- [Sitio web oficial del Censo 2020](#), para obtener más información, incluso las actualizaciones de COVID-19.
- Sitio web de la Coalición de Inmigración de Nueva York y [sitio web del Grupo de Asistencia Legal de Nueva York](#) para obtener más información sobre cómo completar el censo.
- [Ejemplos del formulario del censo](#), para que sepa qué esperar.
- [Un vídeo sobre el censo](#) de la Oficina del Censo de EE. UU.

