UCR COVID HOTLINE

May 12, 2020 ©
Overview:

The *UCR COVID Hotline* is a medical student-run virtual public health initiative to support the Inland Empire in response to the COVID-19 Pandemic. The *UCR COVID Hotline* is a project under the umbrella of *The Inland Empire COVID-19 Student Taskforce*, which was started to create a support network for local community members and mitigate the social, economic, and health impacts of the COVID-19 pandemic. The task force was formed in early March of 2020 by a group of UCR School of Medicine students and currently consists of eight steering committee members and more than 80 UC Riverside, California University of Science and Medicine, and Loma Linda University undergraduate, graduate, and medical students.

The *UCR COVID Hotline* is a collaboration between UCR School of Medicine and UCR Health in response to community concerns over access to public health information and changes in the clinical curriculum and longitudinal clinical activities. In March 2020, the Trump administration implemented changes on HIPAA regulations and expanded telemedicine benefits to Medicare beneficiaries during the COVID-19 outbreak. As a result of these changes, this public health initiative was established to provide vulnerable populations with ongoing education, screenings, and information about the COVID-19 Pandemic. This hotline uses guidelines from the Centers for Disease Control and Prevention to educate individuals on COVID-19-related symptoms, such as fever, coughing, and shortness of breath, to help mitigate the strain on healthcare services by minimizing unnecessary visits to emergency rooms. This public health education initiative also provides self-management, medication adherence support, and chronic disease education to individuals with chronic conditions. The aim is to prevent adverse outcomes related to diabetes, hypertension, and cholesterol that can further strain the health care system during this critical time.

Mission:

The mission of *UCR COVID Hotline* is to provide public health education to Inland Empire residents in response to the COVID-19 Pandemic.
Objectives:

**UCR COVID Hotline:**

1. Students remotely participate in a telephone-based health literacy project on COVID-19 following national CDC guidelines, including proper hand washing education and social distancing priorities.
2. Students remotely participate in telephone patient screenings and tracking of COVID-19 symptoms.
3. Students utilize a triage protocol that will connect individuals to higher levels of care through county public health departments, safety net hospitals, and nearby testing centers.
4. Students remotely participate in referring community members to COVID-19 related resources using existing infrastructure through 2-1-1 or via other local community resources.
   a. Students provide referral for coordination of grocery deliveries for those over the age of 65 or the immunocompromised.
   b. Students provide information using food maps established by community organizations to guide and refer individuals expressing food insecurity.

**Virtual Chronic Disease Self-Management Program:**

The *Virtual Chronic Disease Self-Management Program* was developed to mitigate the exacerbation of acute events related to chronic conditions by medical students providing education and virtual health access coordination.

1. Students participate in virtual education on chronic conditions including hyperlipidemia, hypertension, diabetes, stroke, heart failure, dementia, and others. (See sample protocol in References)¹
2. Students remotely obtain focused and relevant social histories using methods taught during first and second year of medical schools to help individuals who might need higher levels of care, assistance in obtaining an immediate appointment, and/or educate individuals on when to visit a provider.
Project Methodology:

1. Establish a dedicated UCR COVID-19 telephone line and transfer calls to medical students.

2. Develop a medical student protocol to guide COVID-19 education, necessary triage, and resource access information. (See Sample Protocol in References)²

3. Develop a medical student protocol to provide chronic disease education and self-management support. (See Sample Protocol in References)³

4. Create outreaching flyers to advertise to social media and send to community organizations. (See Sample Outreaching Flyers in References)⁴

5. Obtain a list of individuals at highest risk for adverse effects related to COVID-19 as identified by community organizations.
References:

1. Sample Protocol for Virtual Chronic Condition Education

**DIABETES PROTOCOL**

**GOAL:** To support diabetes self-management remotely and coordinate higher level care as needed.

**ASSESSMENT**

1. Assess self-management.
   a. Do you have a machine for checking your blood sugar?
   b. How often do you check your blood sugar?
   c. Do you write down the values? If so, where? Can I get your blood sugar numbers?
   d. Do you have enough test strips… lancets?
   e. Do you have any questions about using the machine?

2. Check medications/medication adherence.
   a. Are you currently taking medications for diabetes?
   b. Do you ever forget to take your medications or skip a dose? If so, how often and why? What are the barriers?
   c. Does the patient have sufficient pills/refills?

3. Educate patient on importance of managing diabetes.

2. Sample Protocol for Virtual COVID-19 Education

**UCR COVID-19 HOTLINE PROTOCOL**

**GOAL:** Provide virtual adult screenings and education related to COVID-19 and provide the public with community resources, testing sites, and coordinate to higher level care as needed. **PLEASE DO NOT PROVIDE MEDICAL ADVICE.**

**Introduction:** This is a medical student run public health project to support the Inland Empire in response to COVID-19. Medical students will call individuals at highest risk for adverse outcomes from COVID-19, including the elderly, immigrants, the uninsured, and those identified by community organizations. Students will be available for appointments in order to provide individual education or virtual workshops. One medical student will be assigned per shift to answer any incoming calls.

**Outline:**
1. ASSESSMENT
2. EDUCATION
3. CLINICAL AND COMMUNITY REFERRAL

**Inland Empire Telemedicine - COVID-19 Line: 951-288-7235**

**ASSESSMENT**

1. Assess knowledge about COVID-19 and provide education
   a. What do you currently understand of COVID-19?
   b. Have you experienced any difficulties finding information that you can understand?
   c. Do you know what to do if your symptoms worsen or if you or someone you know develops symptoms?
   d. Do you know how COVID19 can affect symptoms in children?
   e. Other:

   a. Are you ill, or caring for someone who is ill?
   b. If asking about someone who is under the age of 18, please ask if they know that these are the following additional warning signs of severe illness:
      i. Poor feeding, decreased urination, fever for more than 5 days and child being very fussy and irritable (for the non-verbal kids)
   c. Are you experiencing any of the following life-threatening symptoms?
      i. Not experiencing any life-threatening symptoms
3. Sample Protocol for Virtual Chronic Disease Self-Management Program

**VIRTUAL CHRONIC DISEASE SELF-MANAGEMENT PROGRAM**

Modified Amyta Towfighi’s SUCCEED Protocol
Marilyn Corrales

**GOAL:** Medical students will provide education on chronic conditions and identify patients in need of appropriate health care referral or community resources.

**Table of Contents**

1. **Assessment**
   a. **Review of Systems**
   b. **History of Present Illness**
   c. **Social History**
2. **Provide Information**
   a. **Telephone Education**
   b. **Zoom Education**
3. **Self-Management and Medication Adherence**
   a. Action Plan Reminders via Text or Telephone
4. **Provide Clinical Support and Referral**
5. **Emotional CPR**
6. **Community Resources**

**ASSESSMENT**

1. **Review of Systems:** To identify patients in need of immediate clinical referral.
   a. Respiratory:
      i. Have you experienced any of the following in the past week: trouble breathing, coughing, fever, shortness of breath, wheezing, or pain with breathing?
   b. Cardiovascular:
      i. Have you experienced any of the following in the past week: chest pain, palpitations, orthopnea, or nocturnal dyspnea?
   c. Gastrointestinal:
      i. Have you experienced any of the following in the past week: rectal bleeding,

4. Sample Flyers for Program Outreach

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**UCR COVID Hotline**
(951) 208-7235

Llama gratis y obtén información acerca del coronavirus y recursos comunitarios.

HORARIO: LUN-DOM 8AM-5PM

This is a student run public health initiative to support the Inland Empire in response to COVID-19.
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