

## Healthcare Protocol *Adult Chronic Medical*

Chronic conditions	Action	Comments
<b>Persistent cough</b> with possible night sweats and/or fever and/or weight loss	<i>Need for tuberculosis screening.</i> Assess stability of client. If medically stable (no problems breathing, not passing out, able to eat and drink), call health department Epidemiology Nurse at 833-9240 (environmental health, epidemiology section) to arrange TB screening assessment. If unstable, take to Emergency Department.	Until tuberculosis screening is done- Segregate client from others when sleeping. Instruct client to always cover mouth and nose when coughing or sneezing and discard used tissues in sanitary fashion. Remain outside in sunshine whenever possible and choose outside environment to interact with client as opposed to confined spaces.
<b>Festering wound</b> (with or without pus) or boil that does not heal with client administered first aid. <ul style="list-style-type: none"> <li>●Red</li> <li>●Swollen</li> <li>●Painful</li> <li>●Client says the wound is warm to the touch</li> <li>●Full of pus or other drainage</li> <li>●With or without a fever</li> </ul>	Have client apply bandage that covers entire wound and keep wound covered. Have client change bandage daily or more often if needed. Tell client not to force wound to open (ex: squeezing or cutting). <i>Make appointment</i> with medical provider if client is an established patient & can be seen within 2-3 days. <i>Take</i> to Emergency Department if client cannot be seen within 2-3 days.	The wound could be infectious with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA). <ul style="list-style-type: none"> <li>● Do not allow clients to share personal items.</li> <li>● Bandages &amp; tape can be discarded in regular trash, but should not be touched by others.</li> <li>● All clients &amp; staff should wash hands thoroughly, especially after contact with client who has the wound.</li> <li>● Wounds should be kept covered to avoid having draining come into contact with surfaces.</li> </ul>
<b>Small burn</b> (red in color and less than several inches in size)	Immediately flush the area with cool water and have client clean and cover the burn with bandage. Do not apply ice or burn cream during first-aid treatment. <i>Make appointment</i> with medical provider if client is an established patient and burn does not heal.	If burn color is immediately black or white or if burn blisters and covers more than 6-8 inches in diameter or is located on the face/hand/or genital area, take to Emergency Department.
<b>Out of seizure medicine</b> and without prescription No seizures since medicine stopped.	Send to Emergency Department unless client has immediate access within 24 hours to healthcare provider who will provide a prescription for the medication. If the client has a medical provider, assist client in contacting that provider.	<i>If client has a seizure, then call 911 immediately.</i>
<b>Out of diabetes medicines or blood sugar test strips</b> and without prescription. No dizziness, disorientation, greatly increased urination or extreme thirst	<i>Make appointment</i> with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for diabetic care with a willing provider (see possible sources of care below).	If client becomes unstable (dizzy, disoriented, extreme thirst or urination, or other problems) call 911 or take to Emergency Department.
<b>Out of high blood pressure medicine</b> and without prescription or blood pressure above 140/90 and without a prescription for high blood pressure medicine	<i>Make appointment</i> with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for hypertension care with a willing provider (see possible sources of care below). If client becomes unstable (chest pain, uncontrolled headache, difficulty with vision, confusion) call 911 or take to Emergency Department.	If client cannot be seen for 30 days, then consider sending client to a private (volunteer) physician. If client develops extreme headache or has B/P taken and it is over 140/90, then send to Emergency Department.
<b>Pregnancy without prenatal</b> care (no problems or complaints which seem urgent)	Call health department on next business day to set up pregnancy testing and referral for obstetric care. Take client to Health Department for appointment when scheduled.	<i>If develops vaginal bleeding, contractions, fever, uncontrollable vomiting, or other problems, call 911 or take to emergency department.</i>

<b>Chronic conditions</b>	<b>Action</b>	<b>Comments</b>
<b>Skin rash causing intense itching</b> without fever or other signs of illness	<i>Consider infestation with scabies, bedbugs, or similar problem.</i> Inspect client's bedding, clothing, and hair for signs of insects. <i>Make appointment</i> with medical provider if client is an established patient. If client is not an established patient with a medical provider, assist them to arrange a medical appointment for care with a willing provider (see possible sources of care below). If no care source can be found, take client to Emergency Department.	If scabies or other infecting agents detected, be prepared to use environmental measures in the facility to help eradicate the problem: use hot, soapy water to wash all clothing, towels and bedding. Dry on <i>high heat</i> in dryer. Segregate client's sleeping arrangements until treatment is complete and client is cleared. Further environmental measures will be available from healthcare provider.
<b>Sexually transmitted infections</b>	Call Health Department during business hours to arrange an appointment for a sexually transmitted disease evaluation (usually within 24 hours). Take client to Health Department for appointment when scheduled.	
<b>Diarrhea</b>	Under 3 days and no more than several times a day treat with over the counter anti-diarrhea medicine, encourage client to drink water, limit greasy foods, milk products, and caffeine. If client over 3 days or more than several times a day or if client is listless then see a healthcare provider. If there are large amounts of blood in the diarrhea – access emergency care.	Diarrhea can be easily spread. Caution the client to use good handwashing/sanitizing after using the bathroom and before eating anything. Disinfect doorknobs and often touched surfaces.
<b>Suspect of a broken bone</b>	Contact the client's medical provider or Emergency Department Do not attempt to straighten a potentially broken bone. Support the limb.	A broken bone means the same thing as a fractured bone. <i>Check to see if the bone is protruding through the skin, if so, then immediately have client lie down &amp; call 911.</i>
<b>Other conditions</b> not mentioned above	Contact the client's medical provider or Emergency Department.	

**Private Insurance** – If client has any form of medical insurance then refer to appropriate healthcare provider. If the provider does not agree to see client then refer to another provider.

**Opportunity Health** – A program of the Okaloosa County Health Department, 221 N.E. Hospital Dr. The Opportunity Health Clinic provides a primary care medical home for patients enrolled in the program for care. To be eligible, clients must be residents of Okaloosa County between the ages of 0 and 64, who provide proof that their household income is less than 300 percent of the federal poverty level, and that they have no source of coverage for outpatient care (including insurance, VA, Kid Care, Medicaid, Medicare). Clients enrolling in the Opportunity Health Clinic sign an agreement that they will cooperate in their care through such actions as complying with recommended therapy and following through with scheduled appointments. Clients must have a permanent address in order for appointments and other follow up actions to occur. Opportunity Health Clinic does not provide urgent care to patients who are not already established in the program. To make an appointment to assess client eligibility for enrollment, call the FWB Health Department at 833-9240. After enrollment, clients are assigned a primary care medical provider and an appointment for an initial assessment with the medical provider can be scheduled.

**Veterans Administration Clinics** – Fort Walton Beach @ Eglin call 1-866-520-7359 for an appointment. There are psychiatric, and primary care clinics located @ Eglin.

**Safe & Secure Respite Care** – 3091 Skyline Dr., Crestview 850-398-5207 Assisted Living Facility for male homeless or disabled veterans (primarily PTSD & mental health issues).

**Crestview Health Center** –located @ 4100 S Ferdon Blvd # C5, Crestview. Call 682-1164 for an appointment with this income based health clinic. The initial visit, if the client has no income, costs \$5.00. This cost may include the cost of primary lab work (not special lab tests or x-rays).

**Private healthcare providers**- Available through the Mission staff on a voluntary basis. Providers are associated with the Volunteer Health Care Provider Program FL DOH.

**Hope Clinic** –A free health clinic in Destin for those meeting specific poverty level requirements. Hope Clinic is not a walk-in clinic. 837-8424 – appointments/more information.

#### References

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