

Healthcare Protocol

Adult Colds & Flu Protocol

Symptoms or Conditions	Action	Comments
<p>Seasonal Flu or Swine Flu</p> <ul style="list-style-type: none"> ● Fever of 101 degrees Fahrenheit or greater with either sore throat or cough ● headache ● tiredness ● runny or stuffy nose chills ● body aches ● diarrhea ● vomiting <p>It is important to note that not all clients who catch the flu will have a fever or all of the symptoms listed.</p>	<p>Treat all clients with flu symptoms as though they have the Swine Flu.</p> <p>If severe symptoms of Swine Flu (H1N1) infection are identified, persons should be taken to receive medical attention from a physician or hospital.</p> <p>Severe symptoms include:</p> <ul style="list-style-type: none"> ● Difficulty breathing or shortness of breath ● Serious Pain or pressure in the chest or abdomen ● Sudden dizziness or fainting ● Confusion ● Severe or persistent vomiting – not able to keep liquids down ● Marked decrease in urine output or no longer passing urine ● Flu-like symptoms improve but then return with fever and worse cough <p>Most people do not need prescription antiviral drugs to fully recover from the flu. Persons at higher risk for severe flu complications, or those with severe flu, who require hospitalization, might benefit from antiviral drugs. Antiviral drugs should be taken within 72 hours of the onset of flu symptoms to provide benefit.</p>	<p>Flu of any type is spread by droplets (sneezing, coughing reaching directly to another person or by way of an object like a doorknob). Flu viruses can live on objects and when these objects are touched, the flue viruses can be transferred to the person touching them, even after hours have passed.</p> <p>The best treatment for either Swine Flu or Seasonal Flu is prevention.</p> <p>Teach clients to:</p> <ul style="list-style-type: none"> ● wash their hands frequently and before eating or handling food. ● cough into a tissue, their shirt sleeve or into the inside neck of their shirt, then to wash their hands. ● keep their hands away from their nose and mouth. ● dispose of tissues in the trash and assure no one touches the trash when the trashcan is emptied. <p>Wash hands after emptying trash.</p> <p>Keep clients who show any symptoms of the flu out of food preparation or distribution areas for a period of 7 days after the symptoms subside. Items that are often in contact with respiratory droplets and hands (e.g., doorknobs, faucets, etc.,) should be cleaned and disinfected regularly.</p> <p>Follow current vaccination recommendations and encourage clients, staff and volunteers to take the upcoming season’s flu and Swine Flu vaccine, when it is available.</p> <p>Staff and volunteers should be diligent about early recognition of illness and placing those with flu symptoms away from others. Staff should report all symptoms exhibited by clients to administration.</p> <p>Staff and volunteers with the flu should stay home and remain at home for at least 24 hours after their fever is gone except to get medical care or for other necessities (their fever should be gone without the use of a fever-reducing medicine). They should keep away from others as much as possible. This is to keep from making others sick.</p> <p>Confine sick persons to individual rooms. If individual rooms for sick clients are not available, consider using a large, well-ventilated room specifically for sick persons with beds at least 6 feet apart and the use of temporary barriers between beds, when possible. Food and other items should be left outside the ‘sick room’ for sick clients to retrieve when the hallway is clear (6 ft.). Clients should remain isolated from others for <u>at least 24 hours after their fever is gone</u> except to get medical care or for other necessities (their fever should be gone without the use of a fever-reducing medicine). This is to keep from making others sick.</p> <p>Sick clients should not leave their confinement except when absolutely necessary and even then, persons without symptoms should not be present. Surfaces touched by the sick client should be disinfected before they are touched by clients who are not exhibiting symptoms.</p> <p>Dishes and cutlery used by sick clients should be immediately washed in warm soapy water. Linens should be washed in a washer and dried on the hot setting in the dryer.</p>

Symptoms or Conditions	Action	Comments
Cold symptoms without high fever (100 degrees Fahrenheit or less): nasal or head stuffiness, runny nose, coughing & sneezing	Check for fever. Treat with over-the-counter remedies if available. Client may take Tylenol for headaches which may accompany head stuffiness. <u>If flu symptoms develop, then treat as flu.</u>	Client should be taught to wash hands frequently, and sneeze/ cough into tissue. Keep clients away from food preparation or distribution areas. Teach clients to: <ul style="list-style-type: none"> • wash their hands frequently and before eating or handling food. • cough into a tissue, their shirt sleeve or into the inside neck of their shirt, then to wash their hands. • keep their hands away from their nose and mouth. • dispose of tissues in the trash and assure no one touches the trash when the trashcan is emptied.
Severe Ear Ache with or without fever	If client has an established healthcare provider, make an appointment. If he/she does not, then make an appointment with a clinic that will take walk-in clients. Check for fever.	Clients can lose their hearing because of an ear ache. The loss of one's hearing can disable him or her. Watch for signs that the client isn't hearing noises within a normal hearing distance: <ul style="list-style-type: none"> • Can he/she hear you call from behind or when he can't see your lips? • Does he/she talk abnormally loud?
Other conditions 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. The 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.

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 staff on a voluntary basis. Providers should be 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

- CDC (2009). Interim Guidance for Homeless and Emergency Shelters on the Novel Influenza A (H1N1) Virus. Retrieved from <http://www.cdc.gov/h1n1flu/guidance/homeless.htm>
- Bonin, E., Brehove, T., Kline, S., Misgen, M., Post, P., Strehlow, A., & Yungman, J. (2004). *Health Care for the Homeless Clinicians' Network*, National Health Care for the Homeless Council, Retrieved September 29, 2007, http://www.guideline.gov/summary/summary.aspx?doc_id=5272&nbr=003599&string=HIV+AND+homeless
- National Healthcare for the Homeless Council. (1995). Triage Guidelines. Retrieved on March 29, 2009, from <http://www.nhchc.org/triage.html>
- O'Connell, J. J. ed. (2004). *The Health Care of Homeless Persons: A Manual of Communicable Diseases & Common Problems in Shelters & on the Streets*. The Boston Health Care for the Homeless Program with The National Health Care for the Homeless Council.