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**NSHA-CC 20.05.11****MEMORANDUM**

To: VON  
NSHA Continuing Care Team  
NSHA Primary Assessment Centres

CC: NSHA Continuing Care Directors and Managers  
NSHA Zone Operations Executive Directors  
DHW Continuing Care Branch

From: Susan Stevens, Senior Director

Date: May 11, 2020

Subject: Appropriate Referrals for In-Home Primary Assessment of COVID

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Effective April 30, 2020, NSHA Continuing Care began taking referrals for in-home assessment for COVID-19. Through the home care program, VON and NSHA nurses are delivering this service across the province as needed, with the exception of Halifax (former HRM boundaries) and industrial Cape Breton where currently the EHS Field Assessment Unit is providing this service.

Screening will continue through the 811 system. Upon referral to the Primary Assessment Centre in the client's geographical area, if it is determined that the client is housebound/unable to travel for testing, the Primary Assessment Centre will make a direct referral to Continuing Care for an in-home assessment.

With the implementation of this new service, we made a commitment to monitoring access and demand. Since last week, VON has reported providing in-home swabbing for two individuals that they believe could have accessed the local Primary Assessment Centre.

To support appropriate referrals and quick feedback to the Primary Assessment Centres, the following process will be followed:

1. VON and NSHA nurses notify the NSHA Continuing Care team member who made the referral about their concern.
2. NSHA Continuing Care team member escalates the details of this concern to the local NSHA Continuing Care Zone Director.
3. NSHA Continuing Care Zone Director follows up with the Primary Assessment Centre Site Lead for discussion and resolution.

The best place to access related materials, requisitions, and other tools and resources on in-home COVID-19 assessment, ensuring the most recent versions are being used, is on the [NSHA COVID-Hub](#), which includes a section for [COVID-19 Continuing Care](#).