



South Carolina Department of Disabilities and Special Needs

Emergency Operations Center (EOC): eoc@ddsn.sc.gov; 803-898-9754

Situational Report date: March 17, 2020

Event: COVID-19 pandemic

I. Day Services in Licensed Residential Habilitation Settings:

DDSN is working closely with DHHS to see if Day services can be provided in an alternative location, i.e. the residential location. Other thoughts include utilizing the day program for residential program participants in small groups on alternating shifts, days to include weekends. Any and all suggestions to utilize the day program locations would be welcome at this time. We will see what is permissible under the waiver and give you all solid advice by next week.

II. Quality Management:

Alliant will not be doing field work at providers for licensing, residential observations, or contract audits at the current time. However, Alliant will conduct licensing reviews for new settings at the request of the provider. We have been advised the Fire Marshals' Office has also stopped annual inspections at this time, but requests for new inspections may continue. DDSN has latitude to adjust deadlines for expiring licenses—specific new timeframes will be established in a future communication after normal system operations resume.

III. Potential Sources for Procuring Personal Protective Equipment (PPE):

A. SCEMD: <http://www.scmd.org>

B. Grove Medical: <https://www.grovemedical.com/>

C. Henry Schein: www.henryschein.com

D. Products Unlimited: <https://www.products-unlimited.com/products>

E. Amazon: <https://www.amazon.com/>

F. Gulf Coast Pharmaceuticals Plus, LLC: www.gulfcoastpharmaceuticalsplus.com

IV. Resource Links to Stay Abreast of Surveillance Data, Infection Prevention & Control:

- A. Centers for Disease Control (CDC)- <https://www.cdc.gov/>
- B. SC Dept. Health & Environmental Control (DHEC)- <https://www.scdhec.gov/>
- C. John's Hopkins University-<https://coronavirus.jhu.edu/>
- D. DDSN Website- <https://ddsn.sc.gov/providers/emergency-management>

V. Screening & Testing:

Several South Carolina health systems are offering telehealth options to the public. These options are available to anyone experiencing COVID-19 symptoms in South Carolina. In order to access the free consult, use the promo code COVID19.

- 1. MUSC-Online screening 24/7, no appointment necessary at-www.musc.care
- 2. McLeod Health- <https://www.mcleodhealth.org/services/care/telehealth/>
- 3. Prisma Health-<https://www.primahealth.org/virtual-visit/>
- 4. Roper St. Francis-<https://www.rsfn.com/virtualcare/>
- 5. DHEC Care Line-1-855-472-3432; 7 days a week, 8 a.m. to 6 p.m.

VI. Self-Advocacy Resource:

A. COVID-19 Education

- 1. <https://selfadvocacyinfo.org/resource/plain-language-information-on-covid-19/>
- 2. <https://selfadvocacyinfo.org/resource/plain-language-information-on-covid-19-spanish-version/>
- 3. Handwashing Training Guidance-See attachment (Handwashing Training Guidance & Checklist)

VII. Questions & Answers from DDSN SKYPE Meeting Held on March 16, 2020:

Question 1: Do we follow the DHEC recommendations for nursing homes and stop visitations at ICFs?

Answer 1: DHEC recommends operators of ICFs-IID follow CMS guidelines for visitation applying to nursing facilities. See attachment (DHEC Guidance on Visitation Restrictions).

Question 2: Can Case Management Providers conduct assessments over Skype?

Answer 2: No. Policy currently allows for the CM Assessments to be conducted over the phone. Skype is not HIPPA compliant so Providers should not use this type of technology for face to face visits. The current policy already has a provision for a non face-to-face contact to be made in lieu of a face-to-face contact when there are exceptional circumstances. With proper documentation, a case manager can use this on a case by case basis immediately to complete any work due for an individual. The wording directly from the WCM policy is, "When exceptional circumstances prevent the completion of a required face-to-face contact, a contact that is not face-to face may be made in lieu of the required face-to-face contact. Documentation must include details describing the nature of the circumstances preventing a face-to-face encounter."

Question 3: Can DME providers deliver items early to individuals?

Answer 3: All waiver authorized services must be provided according to the frequency on the authorization.

Question 4: Can EI family training and/or planning be done over electronic means such as SKYPE or FaceTime?

Answer 4: No. Skype and Facetime are not HIPPA compliant. DDSN Staff held a phone call with BabyNet Program Managers on Monday and Tuesday of this week regarding EI services/modifications. DHHS is working through many options for EI providers in order to ensure continuity of services. At this time there is no additional information from DHHS but we have emphasized the need for the information and expect a response soon.