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**COLORADO**  
Department of Health Care  
Policy & Financing



# BEST PRACTICES FOR REMOTE ASSISTANCE

## SRDA OF PUEBLO

In preparation for Zoom appointments customer authorization forms can be:

- Email
- Postal Mail
- Parking Lot pick up & drop off



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# Accommodating In-Person Appointments

## Continued

- Relocation of meeting space
- Pre-screen questionnaires
- Sanitation stations
- Temperature checks



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# Accommodating In-Person Appointments

- 6 ft. tables
- Clear barriers between customer/assister
- Masks
- Pens for appointment use



## Screening Questionnaire

**Because of the Coronavirus pandemic, we are asking the following questions for contact tracing purposes:**

- Have you or anyone in your household had any of the following symptoms in the last 14 days:
  - **fever at or greater than 100 degrees Fahrenheit**
  - **sore throat, runny nose**
  - **cough, wheezing, shortness of breath, chest pain, stomach pain, diarrhea**
  - **chills**
  - **muscle or body aches,**
  - **fatigue/tiredness**
  - **loss of smell, loss of taste**
- Have you or anyone in your household been tested for COVID-19? If so, did you get the results?
- Have you or anyone in your household cared for an individual who is in quarantine or might be positive or has tested positive for COVID-19?
- Have you or anyone in your household traveled to another state or outside the U.S in the past 14 days?
- Do you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19?
- To the best of your knowledge have you been close to any individual who tested positive for COVID-19?



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# Enrollment Events for OE

## Virtual Enrollment Events

- Call, email, or text to reserve a time slot for these events
- Or “walk-in” online
- Convenient weekend events



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RESOURCES.  
CONNECTIONS.  
SUPPORT.