

**ERNEST N. MORIAL CONVENTION CENTER
MEDICAL MONITORING STATION (MMS)
HEALTHCARE FACILITY INFORMATION SHEET**

In continued preparation for a possible resurgence of COVID-19 cases in the New Orleans region, the Medical Monitoring Station (MMS) in the Earnest N. Morial Convention Center remains open and ready to ease the burden on acute care hospitals. This document is to help hospital staff understand which patients qualify for transfer to the MMS, the process to initiate transfer of these patients, and to provide answers frequently asked questions.

TO QUALIFY FOR TRANSFER, PATIENTS MUST:

- Be referred by a physician, PA, or NP (working in a nursing home, clinic, urgent care, emergency department, hospital, etc)
- Come from a healthcare facility within the State of Louisiana
- Have a documented positive COVID test
- Not meet any of the exclusion criteria described below.

EXCLUSION CRITERIA include the following:

- Lacks a documented positive COVID 19 test
- Age < 18
- Suicidal/ Homicidal/ Violent
- Behavioral issue or disability requiring a 1:1 sitter
- Altered mental status with delirium
- Acute change in mental status
- Alcohol dependence with possibility of progression to alcohol withdrawal
- Requires suctioning
- Requires aerosolizing interventions (nebulizers, CPAP, BIPAP, ventilator)
- Needs continuous telemetry monitoring
- Manifests critical or severe illness:
 - Altered mental status
 - Respiratory distress
 - Worsening respiratory status with
 - Respiratory rate > 24
 - Oxygen saturation \leq 91% on 3L NC (Note: a physician-to-physician discussion must occur for all patients with SaO₂ 92-93% on 3L NC)
 - Mean arterial pressure (MAP) < 65
 - Requires vasopressors
 - Unable to take PO medications or food (unless patient has a PEG tube) or has persistent vomiting
- Hospice or palliative care patients with life expectancy < 14 days (Note: a physician-to-physician discussion must occur to accept any hospice or palliative care patient)

INSTRUCTIONS FOR INITIATING PATIENT TRANSFER:

Call **(504) 323-1719**. This is an Acadian Ambulance Call Center that is working directly with the Convention Center MMS. They will verify the patient meets criteria, and if so, accept the patient for admission to the MMS and coordinate their transport. All patients must be transported by Acadian. This transport is **free of charge** to the patient.

THE CALLER WILL ALSO BE ASKED THE FOLLOWING QUESTIONS AT THE TIME OF TRANSFER REQUEST:

- Patient Name
- Patient DOB/ Age
- Is this a bariatric patient?
- Does the patient have mobility issues?
- Does the patient have an oxygen requirement?
- Is the patient a diabetic on insulin?
- Is the patient in custody/currently incarcerated?
- Is the patient DNR/DNI?

ALL HOSPITALS ARE REQUIRED TO PROVIDE THE FOLLOWING FOR ANY PATIENT TRANSFERRED TO THE CONVENTION CENTER MMS:

- Medications:
 - Patients transferred from the inpatient hospital setting must be sent with a 14 day supply of all medications and medical supplies.
 - Patients referred by an ED, urgent care, or clinic must have 14 days worth of all medications and medical supplies e-prescribed, phoned, or faxed to CVS.
 - Patients referred by a nursing home must be sent with all of their on-hand home medications and 14 days-worth of all medical supplies.
 - **For all non-emergent prescriptions, please use the CVS at 800 Canal Street, New Orleans, LA 70112. Phone: 504-528-7099, Fax: 504-528-7871.**
 - Specify “MMS patient” in the sig line
 - Rx’s received 8AM-3PM will be delivered the same day.
 - Rx’s received after 3PM will be delivered the next day by 11AM.
 - Medications that must be obtained more urgently after normal hours can be e-prescribed, phoned in to, or faxed to the CVS at 4950 W Esplanade Ave, Metairie, LA 70006. Phone: 504-888-9000. Fax: 504-888-7601.
- Name and phone number of referring physician/PA/NP
- Patient face sheet
- Documentation of a positive Covid-19 test result
- If coming from the inpatient or ED setting:
 - Discharge summary
 - Code status paperwork
 - Walker or cane as needed for mobility
 - Hospital arm band left on patient (please do not cut it off)
 - Notify the patient’s family of their transfer to the MMS

EARNEST N. CONVENTION CENTER MMS FREQUENTLY ASKED QUESTIONS (FAQ)

What types of services are provided at the Convention Center MMS?

- An isolated environment for COVID-19 positive patients
- At least twice daily vital sign monitoring
- Blood glucose monitoring for diabetic patients
- Oxygen and titration up to 3L via nasal cannula for oxygen saturation >91%
- Food services and other feeding needs as provided with the patient
- Bedside care—assistance with feeding, toileting, and ambulation
- Administration of medication provided
- Refills of medications through outpatient pharmacy delivery
- Refills of medical supplies through outpatient pharmacy delivery
- Limited in-house over-the-counter medications
- IV fluid intervention, if needed (bolus only)
- Limited emergency IV medications
- Dialysis transportation for patients with already-established dialysis regimens
- Onsite paramedics to initiate care and transport of decompensating patients
- Limited physicians, physician assistants, nurses, LPNs, and EMTs
- Temporary housing
- Physical therapy
- Urine dipstick testing for UTIs

What types of services are NOT provided at the Convention Center MMS?

- Labs
- Diagnostic imaging
- Occupational therapy
- Suctioning (i.e. for patients with tracheostomies)
- Chemical/ physical restraint
- Ventilator support
- On-site pharmacy
- On-site medical supplies
- End-of-life care

WHO CAN REFER a patient?

Any physician, PA, or NP working in a nursing home, clinic, urgent care, ED, or hospital can refer a patient for acceptance/transfer. The patient **MUST** have a documented positive COVID-19 test to be accepted.

WHO DO I CALL to transfer a patient?

Exclusively the Acadian Call Center at (504) 323-1719 will coordinate all patient transfer acceptances and dispatch of units.

Can patients drive themselves to the MMS or be dropped off?

No. All patients must be transported by Acadian, which is free of charge to the patient.

What are the HOURS of patient admission/ transfer acceptance?

Transfers are accepted 24/7.

Who is the ACCEPTING PHYSICIAN?

Dr Wright Hartsell, MD is the accepting physician for all patients transferred to the MMS.

How is NURSING REPORT given?

No nursing report will be required. A paper copy of the discharge summary should be included with the patient on transfer to include any information needed by the receiving team.

Are patients with PENDING COVID TESTS accepted?

No. All patients admitted to the facility must be confirmed positive for COVID-19 to reduce the risk that a COVID-19-naive patient is infected through nosocomial infection. At this time, the requirement is met only by a positive rtPCR test result for the patient.

Can a patient be sent to the MMS for the sole purpose of self isolation?

Yes. Patients with mild illness who are COVID-19 positive and have a need for assistance with self-isolation can be referred to the MMS.

How will MEDICATIONS AND MEDICAL SUPPLIES be supplied for patients?

Patients transferred from the inpatient hospital setting must be sent with a 14 day supply of all medications and medical supplies.

Patients referred by an ED must have 24 hours worth of all medications and medical supplies, as well as 14 days worth of all medications and medical supplies e-prescribed, phoned in to, or faxed to CVS.

Patients referred by an ED, urgent care, or clinic must have 14 days worth of all medications and medical supplies e-prescribed, phoned in to, or faxed to CVS.

Patients referred by a nursing home must be sent with all of their on-hand home medications and 14 days-worth of all medical supplies.

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Are hospitals expected to send oxygen-dependent patients with a supply of oxygen?

No. Oxygen is supplied by the Convention Center MMS.

How are patients with OXYGEN REQUIREMENTS cared for?

Patients will have oxygen saturation measured twice daily and oxygen will be titrated and weaned based on protocol. If the oxygen need increases to more than 3 LPM by nasal cannula, the patient will be transferred to a hospital. We are not able to provide oxygen by other delivery methods or give any nebulized treatments. We do have respiratory technicians.

Are patients with TRACHEOSTOMY accepted?

We have no capacity for suctioning in the facility, and we are not equipped to contain aerosolized infectious particles. Therefore, we are unable to care for patients with tracheostomies who require suctioning.

Are you able to accept DIALYSIS patients?

Fresenius, Davita, and DCI have agreed to provide dialysis for COVID patients. All attempts should be made to coordinate dialysis services at one of these companies for a patient discharged with new dialysis needs. We have the ability to transport patients needing dialysis to COVID dialysis clinics near the Convention Center, provided that the patients are ambulatory or can be transported in a wheelchair. We do not have the capability of drawing labs within the facility or weighing patients daily.

Is WOUND CARE provided?

A wound care team with basic wound care supplies is available to provide and monitor once daily dressing changes. Complex wound care such as wound vac cannot be performed. If a wound progresses, the patient will be transferred to a higher level of care.

Can HEART FAILURE PATIENTS be cared for?

The MMS does not have the capacity to perform labs, imaging, or active medical management of patients. The MMS can accommodate medication refills and monitoring for clinical deterioration necessitating transfer to a hospital. The MMS not have the capability of measuring daily weights or urine output.

Can FOLEY/CATH-DEPENDENT patients be cared for?

THE MMS does accept patients with urinary catheters and need for catheterization. The patient should be sent with 14 days worth of supplies to enable sufficient time to obtain replacements as needed. These supplies will be ordered as would normally be done for outpatients and not supplied by the facility itself.

Can INCARCERATED patients be accommodated?

Yes, however, there is no additional security for these patients. Incarcerated patients must arrive with a security team and handcuffs/restraints, which must be provided for the duration of their stay. Please communicate this information to the patient's security staff/jail for any incarcerated patient being transferred.

Can SPECIAL DIETS be accommodated?

The contractor providing meals to patients is able to prepare special diets needed for patients.

Are INTERPRETER services available?

Video interpretation services are provided for all patients requiring language interpretation.

Is PT/OT provided?

Physical Therapists are on-site to evaluate and treat patients. Occupational therapy is not available at this time.

What is available for patient ENTERTAINMENT?

There is a patient entertainment area within the MMS that includes scheduled daily activities such as bingo, yoga, exercises, movies, art and crafts, etc. Books and magazines are provided for patients to enjoy. A limited number of iPads are available for individual use. Free Wifi is also provided.

Are CHAPLAIN SERVICES provided?

Yes, a chaplain will be available to provide these services at the MMS.

Are COUNSELING SERVICES available?

The MMS has emergency counseling services available for patients experiencing acute psychiatric events, but does not have the capacity to provide regular/maintenance counseling services.

What can be done for HOMELESS PATIENTS?

Patients without secure housing can be sheltered at the facility and case management will help to coordinate a self-discharge.

Are HOSPICE/PALLIATIVE CARE services available?

The MMS has limited capacity for active medical management of patients in need variable pain control during disease progression. The MMS does not have in-house hospice or palliative care specialists. The MMS is unable to allow visitors in the facility. For this reason, **the MMS does not allow any hospice or palliative care patients with a life expectancy less than fourteen days.** A physician-to-physician discussion will be coordinated by the Acadian Call Center to discuss the potential transfer of all hospice and palliative care patients to ensure adequate care for accepted patients can be provided.

What are the CHARTING CAPABILITIES of the MMS?

Limited paper charting is available at the MMS, using forms adapted from those used in emergency shelters during disaster response. The MMS does not have access to remote electronic records at other facilities.

Are TELEHEALTH SERVICES available?

The MMS does not have the capacity to perform telehealth visits.

How will it be determined WHICH HOSPITAL A PATIENT WILL RETURN TO if such transfer is indicated?

Critical patients are taken to the nearest appropriate hospital to meet their clinical needs. Non-critical patients in need of hospitalization can be sent to the hospital of discharge unless that hospital lacks a COVID bed or services needed by the patient (e.g. COVID ventilator, hemodialysis etc.)

What PAPERWORK will be provided to the patient UPON DISCHARGE?

The MMS uses paper charts that are kept in the COVID-19 positive area, which limits the ability for paperwork to be provided on discharge. Receiving facilities who require test results or discharge summaries may coordinate this with the MMS case managers.

Do you have a WEBSITE?

Please visit <http://ldh.la.gov/index.cfm/subhome/64> for more information and updates on the MMS and PHU.

Transfer Checklist:

- ✓ **Ensure patient qualifies for transfer to the MMS per inclusion and exclusion criteria**
- ✓ **Call the Acadian transfer center at (504) 323-1719**
- ✓ **Address medication needs:**
 - Patients transferred from the inpatient hospital setting must be sent with a 14 day supply of all medications and medical supplies.
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- ✓ **Provide patient face sheet**
- ✓ **Provide documentation of a positive Covid-19 test**
- ✓ **If coming from the inpatient or Emergency Department setting:**
 - **Discharge summary**
 - **Code status paperwork**
 - **Walker or cane as needed for mobility**
 - **Hospital arm band left on patient**
 - **Notify the patient's family of their transfer to the MMS**