Discovery COVID-19
Business Support

2022

DISCOVERY COVID-19 BUSINESS SUPPORT

KEY ACTIONS DURING
COVID-19 CASE MANAGEMENT

Key actions during COVID-19 case management

ACTIONS FOR MEMBER	ACTIONS BY THE EMPLOYER
Entry into case management programme	Assessment and initial management strategy: ■ Send introductory letter ■ Send explanation of status and projected pathway
First follow-up: ■ Two days after initial contact (only applies in severe cases)	Address concerns and questions, disclose test results (if applicable) and perform clinical review: ■ Send explanation and implications of test results
Subsequent follow-ups: ■ Follow up every two days (only applies in severe cases)	Perform clinical review and assess whether current management strategy is still appropriate: ■ Send explanation if the person's status and management strategy change
Follow-up on day 7 of isolation	Perform clinical review and assess whether member meets the criteria to de-isolate: ■ Send de-isolation information and letter to manager or HR person ■ Send rationale for extending isolation or quarantine beyond the 7 days (if applicable)
Follow-up on day 10 of quarantine	Assess eligibility to stop quarantine: ■ Send de-isolation information and letter to manager or HR person

DOCUMENT	TOPICS
Introductory letter	■ Communication ■ Role of case managers ■ Purpose of quarantine and isolation ■ De-isolation
Classification or status	
1 | Suspected COVID-19 case	■ Explanation of terms and their implications ■ Possibility of developing symptoms ■ Performing self-monitoring and self-reporting ■ Test strategy ■ Infection prevention and control practices during quarantine
2 | Probable COVID-19 case	■ Explanation of terms and their implications ■ Performing self-monitoring and managing self-reporting of COVID-19 in the home ■ Red flags for early deterioration ■ Infection prevention and control during isolation
3 | Non-specific symptoms	■ General overview of COVID-19

DOCUMENT	TOPICS
	▪ Instructions on how to perform self-monitoring and self-reporting
Test results	
1 | Positive test result	▪ Explanation of positive result ▪ Explanation of the role of repeat testing
2 | Negative test result, but symptomatic	▪ Explanation of a possible false negative result
3 | Situations where people are denied testing for any reason	▪ Reassurance that their management will still align with best practice
De-isolation	
1 | De-isolation based on clinical recovery	▪ Resolution of symptoms ▪ Repeat testing ▪ Returning to the workplace ▪ Preventing and managing possible stigma in the workplace
2 | De-isolation based on completion of isolation	▪ Persisting symptoms ▪ Repeat testing ▪ Expectation of complete resolution of symptoms ▪ Returning to the workplace ▪ Preventing and managing possible stigma in the workplace
3 | De-isolation after completion of quarantine period	▪ Returning to the workplace ▪ Preventing and managing possible stigma in the workplace