<table>
<thead>
<tr>
<th>Type of Need</th>
<th>Example Scenarios</th>
<th>Refer to</th>
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</table>
| **Food Insecurity**          | • Pt is no longer able to access regular food pantry/resources due to COVID-19 related closure.  
• Loss of job due to social distancing measures means patient doesn’t have money for food and needs information on food resources | Community Health Worker via  
• If urgent/same day need: Pager/Phone  
• If routine: via message in EHR  
If after hours, send message in EHR |
| **Housing Instability**      | • Pt is homeless and reduced shelter capacity due to COVID-19 results in less access to shelters.  
• Loss of job makes paying rent difficult and puts Pt at risk of eviction. | Community Health Worker via  
• If urgent/same day need: Pager/Phone  
• If routine: via message in EHR  
If after hours, call 211 INFO or TPI (503-280-4700) |
| **Homeless Pt is COVID-19+ or awaiting results** | • Pt is currently homeless; after testing positive for COVID-19 (or getting tested and awaiting results) they need a location to isolate themselves. | Community Health Worker via  
• Direct message in EHR or phone  
If after hours, direct Pt to call Multnomah County’s Medical Motel line at 503-318-9262. |
| **Loss of Insurance**        | • Pt is laid off/furloughed from their job due to COVID-19 and is no longer eligible for their employer sponsored health insurance. | Insurance Enrollment specialist  
• via EHR message or via phone |
| **Social connection**        | • Pt is no longer able to access support system (family, friends, attend faith services, community meetings, etc.) and needs social connection. | Behavioral Health/Social Work via EHR  
If severe depression or suicidal ideation, refer urgently via warm hand off to behavioral health |
| **Intimate Partner Violence (IPV)** | • Pt is experiencing intimate partner violence or is in an unsafe situation and would benefit from resources, support, or safety planning. | Behavioral Health/Social Work via warm hand off/phone  
• After hours, use Call to Safety (503-235-5333) |
| **Other needs**              | • Pt presents in clinic and has no phone or mode of communication for follow up or future telephone visits; needs help getting phone.  
• Pt has lost employment due to COVID-19/social distancing measures and has multiple resource needs  
• Pt has concerns about paying utilities during this time and needs help with resource navigation | Community Health Worker via  
• If urgent/same day need: Pager/Phone  
• If routine: via message in EHR  
If after hours, send message in EHR |