

Student Health Professional Patient Triage Initiative

Student and Patient Instructions

In this document you will find:

1. JIMA Patient Triage Instructions
2. WPSC Patient Triage Instructions
3. Jefferson MyChart Telehealth Setup Instructions
4. Patient Resources

JIMA Patient Triage Initiative

So many thanks 😊 “Please be sure to tell the students and your team HOW MUCH we appreciate the time and effort that is being invested in helping our staff and our patients. This is an awesome opportunity for all of us to remember that we are a community of caregivers and that all aspects of patient care strongly rely on teamwork! Again, from the bottom of my heart, thank you to your team and to you for your collaborative efforts during this health crisis.”
– JIMA Staff

PLEASE READ THE INSTRUCTIONS & SCRIPT IN THEIR ENTIRETY BEFORE BEGINNING PATIENT CALLS!

Overall goals:

1. Call patients before their in person appointments to see if the reason for their visit has changed
2. Screen patients for COVID-19 symptoms and interactions with persons with COVID-19
3. Alert the staff if a patient screens positive in any way
4. Remind patients to follow guidelines of wearing a mask and coming to the appointment alone
5. Advise patients to complete E-Check in via their MyChart account

Important points:

“The patients that your group would be calling now are patients who have already been called and are planning to come in for in person visits. For this cohort of patients, we are interested in screening them the day before their in person visit to be sure they are low risk for COVID-19 infection. If anyone screens positive we would like to know in advance so we can go in the room in enhanced PPE.” **Please do not give out medical advice! We are just screening patients.**

Important Phone numbers:

- **JIMA Office Number: ###**
- **Physician Name** (if patient screens positive): ###
- **Appointment Cancellations: ###**

General Calling Instructions:

- It is best if you can call patients through **DOXIMITY DIALER** with the JIMA phone number as your caller ID. Doximity can show whatever number the user enters. Students should use whatever office number they are calling on behalf of. JIMA is ###.

Please use this number as your Caller ID in Doximity to call patients. We believe that this will hopefully increase response rate.

- If you do not have Doximity Dialer, download the app. **In order to use the dialer, you need to be verified and this takes a few days.** Please do this now even if you will not have it read for your first batch of calls because it will be useful for any other calls.
- Please let Student Coordinator 1 & 2 know if you do not have Doximity Dialer and we can recall those patients, after you have tried twice, to see if she can get them with Doximity.
- **If you do not have Doximity Dialer yet, you can use Google Voice. This will give you a different number to use, so your call is not restricted, and you might get a better response rate. You will not be able to insert the JIMA number, but that is okay!**
- If you are unable to reach a patient on the first try, please try calling them **again at least one more time** at a different hour of the day.
- If there is no phone number, you do not have to call.
- If you have a patient that speaks another language that was not indicated on the sheet, contact Student Coordinator 1 & 2. We have a list of students who are fluent in various languages.
- If you are unable to reach a patient after two tries, **please leave a voicemail addressing the patient by first name ONLY** (unless the patient clearly stated their full name on the voice mail box and you are pretty sure it is their personal phone). You do not need to call again after leaving a voicemail.
 - Please leave a basic message advising the patient to call the office at ### to confirm and discuss their appointment. (See voicemail script below)
- Please reply to me (please do not reply all) in the original email with your completed excel spreadsheet. Please try NOT to share a Google sheet. If you are going to work in Google Sheets, it is most efficient for you to download the sheet as an excel spreadsheet and then attach it to the email and send it to me.

JIMA Student Telephone Script: In Person Appointments

The following script is for IN PERSON appointments only. PLEASE READ: These include, lab visits, physicals, anti-coagulation appointments, established (EST pat) patient appointments, internal transfer (Pt Int Trans), AWV appointment, new patient appointments.

You do not need to call anyone that says “Telemed” or “telephone”.

If a patient wants to cancel or reschedule their appointment:

- a) **Please tell the PATIENT to call the office phone number, ### and press ### Please make sure they know that telling the medical student caller does not mean that their appointment is cancelled, they must call.** We were conveying the messages, but sometimes they cannot reach the patient again, so it would be best for the patient to call themselves.

Please read this before starting: Please make sure that patients do not assume on their own that symptoms from a pre-existing condition are not COVID-19. For example, let’s say a patient comes in for a UTI. When the physician enters the room, she states that she was here for UTI, but that she was also having shortness of breath and a cough. She then states she was concerned that she might have COVID-19. She states that she has a cough because she has COPD. Let’s say the patient answered no to all the questions that were asked for the COVID-19 screening, but it appears that the patient only thought that the cough or shortness of breath question pertained to her current COPD and therefore determined herself that it was not a symptom of COVID-19. **We don’t want people to exclude symptoms based on their understanding of their own health problems, nor do we want patients to determine that their symptoms could not possibly be COVID-19 related. If a patient has any concerning symptom, chronic health condition or not, please talk to Physician Name.**

Please call the number in the “Best Number Now” Column first. Then, you can try the numbers in “Phone”. If the patient does not have a number listed in “Phone”, they may have one in “Best Number Now”.

1. *Hello, is this [PATIENT NAME]?*
2. *My name is [INSERT NAME], and I am a [INSERT TYPE OF STUDENT (MEDICAL/PA/ETC.)] Student at Jefferson. I am calling from the Jefferson Internal Medicine office and calling about your appointment tomorrow with Dr. [INSERT PHYSICIAN NAME].*
3. *Has anyone reached out to you **today** about your appointment tomorrow yet?*
 - a. *If so, please ask them what they said and act accordingly. They may have canceled or changed it already.*
 - b. *If not, continue.*
4. *We would like to ask you a few questions to help keep everyone safe in the office. If you have symptoms that require us to take extra precautions, we may ask you to speak with one of our doctors or staff members first.*

- a. Please clearly explain that you are calling them to screen them for certain symptoms or exposures to COVID-19 before coming in and confirming their in-person appointment.
5. *What is the reason for your visit?*
 - a. If the patient is coming in for a fever, cough, shortness of breath, muscle aches → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
 - b. Something other than COVID-19 symptoms → Continue.
6. *Have YOU or anyone that YOU KNOW been tested for COVID-19?*
 - a. If yes, and they were POSITIVE → **They must have completed quarantine for 14 days and are currently without symptoms for 72 hours. Please confirm that if that was the case.**
 - i. If that criteria is NOT met, **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
 - ii. If the close contact was positive, the patient should have completed quarantine for 14 days and without symptoms for 72 hours.
 - b. If they are awaiting results of COVID-19 testing → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
7. Symptom screening:
 - a. *Are you having any fever, chills, cough, shortness of breath, or sneezing?*
 - i. If they answer YES to any of these → **Please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
 - b. *Are you having any diarrhea, skin rashes, muscle aches or pains, headache, or loss of smell or taste?*
 - i. If they answer YES to any of these → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
8. *Are you concerned that you have ANY symptoms of COVID-19? If so, what are those symptoms?*
 - a. If they answer YES → **Please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Physician Name. Please see #10 to close the call.
9. If they have NOT screened positive for any of these:

- a. Please remind the patient that they **MUST wear a mask coming to the appointment for the entirety of their visit.**
 - b. Please also remind them **they must come ALONE, unless, they need physical assistance.** The can bring someone to help if that is the case.
 - i. If the patient needs to bring someone in, they can, but please let them know that **the accompanying person may need to wait outside or not in the waiting room if it is too crowded.**
 - c. **E-check in reminder*****
 - i. In addition to the directions reviewed with patients, please advise those patients who have an **active MyChart account to complete E-check in.** (This will help to expedite their check-in process and help to keep the wait for them in line with registration to a minimum. Please reassure patients who use e-check in that **their credit card info is only used IF they actually show up for their appointment and their credit card info is expunged after 48 hours.**)
10. We suspect that patients will answer NO to these questions, if the patient answers YES to any of them, please advise them not to come to the office and let them know they will get a call within the hour from a physician or someone else from the office to determine if it is safe or not to come to the office or if they need to do a phone or telehealth visit.
- a. **Please ask them for a good number to reach them.**
 - b. **Please then call Physician Name's phone ###. You only need to do this if the patients screen positive.**
 - i. **If it goes to voicemail, you can text to let him know who you are and that you need to speak with him about a patient.**
 - c. **Please then document what he says** for the next course of action on the spreadsheet. He may also just take the patient's info and you can write that.
11. Thank them for their time! Please let them know to call the JIMA office if anything changes or at any time for help: ###.

If you cannot reach the patient after calling at least two times, please leave the following voicemail, addressing the patient by their first name only:

My name is [INSERT NAME], and I am a [INSERT TYPE OF STUDENT (MEDICAL/PA/ETC.)] Student at Jefferson. I am calling from the Jefferson Internal Medicine office and calling about [INSERT PATIENT FIRST NAME] appointment tomorrow with Dr. [INSERT PHYSICIAN NAME]. We would like to discuss your appointment before you come in tomorrow. Please call our office back at ###. Thank you and have a good day.

Spreadsheet Instructions

1. Please record the patient name in the spreadsheet I sent you under the appropriate column. **Please record the patient names in the same format (last name, first name) and same order that they occur on the PDF that was sent to you, so that we can match it up!**
 - a. **You only need to record patients who are having in-person appointments!!**
 - b. Please STILL WRITE the name of the patient if they do not have a phone number and record “no phone number” somewhere on the sheet.
2. Please indicate in the “Confirm Appointment?” section the following options:
 - a. **Yes, appointment ready**
 - i. This means that you spoke to them, they confirmed they are coming, and did NOT screen positive at all
 - ii. This is for in person appointments
 - b. **No, relayed patient to Physician Name**
 - i. Please indicate the reason in the appropriate column
 - ii. Please also write what he said to do about the situation
 - c. **Left a voicemail, could not reach patient x# (however many times you tried calling them. 2 is fine!)**
 - i. Indicate if you could not leave a voicemail for some reason.
 - d. **If they need to cancel or reschedule for some reason, please also indicate that there.**
 - i. Make sure that they call the office to let them know!! The office sometimes cannot reach people again after we relay the message.
3. Please indicate in the “Bringing anyone else?” section the following options:
 - a. **No**
 - i. This means they are coming alone
 - b. **Yes, needs physical assistance**
 - i. Please indicate who they are bringing
4. If applicable, please write the reason why you needed to reach out to Physician Name
 - a. Please also write what he said to do about the situation.
5. In the Notes section, please write anything you think is important for the office to know.

Jefferson Women's Primary and Specialty Care Patient Triage Initiative

So many thanks 😊 "Please be sure to tell the students and your team HOW MUCH we appreciate the time and effort that is being invested in helping our staff and our patients. This is an awesome opportunity for all of us to remember that we are a community of caregivers and that all aspects of patient care strongly rely on teamwork! Again, from the bottom of my heart, thank you to your team and to you for your collaborative efforts during this health crisis."

PLEASE READ THE INSTRUCTIONS & SCRIPT IN THEIR ENTIRETY BEFORE BEGINNING PATIENT CALLS!

Overall goals:

6. Confirm telehealth/telemed appointments
7. Call patients before their in person appointments to see if the reason for their visit has changed
8. Screen patients for COVID-19 symptoms and exposures to COVID-19
9. Alert the staff if a patient screens positive in any way
10. Remind patients to follow guidelines of wearing a mask and coming to the appointment alone
11. **Please do not give out medical advice! We are just screening patients.**

General Calling Instructions:

- It is best if you can call patients through **DOXIMITY DIALER** with the Jefferson Women's Primary and Specialty Care phone number as your caller ID. Doximity can show whatever number the user enters. Students should use whatever office number they are calling on behalf of. You can add multiple offices. The Jefferson Women's Primary and Specialty Care office number is **Office Number**. Please use this number as your Caller ID in Doximity to call patients. We believe that this will hopefully increase response rate.
 - If you do not have Doximity Dialer, download the app. **In order to use the dialer, you need to be verified and this takes a few days.** Please do this now even if you will not have it read for your first batch of calls because it will be useful for any other calls.
 - You will need to enter a physician's name once you create an account. You can enter: **Physician Name**
 - Please let the student coordinator know if you do not have Doximity Dialer and they can recall those patients, after you have tried twice, to see if she can get them with Doximity.

- **If you do not have Doximity Dialer yet, you can use Google Voice. This will give you a different number to use, so your call is not restricted, and you might get a better response rate. You will not be able to insert the Jefferson Women's Primary and Specialty Care number, but that is okay!**
- If you are unable to reach a patient on the first try, please try calling them **again at least one more time** at a different hour.
- If there is no phone number, you do not have to call.
- **If you have a patient that speaks another language that was not indicated on the sheet, contact the student coordinator and they will relay it to the office.**
- Please use your discretion with leaving voicemails. I would suggest calling patients another time if they do not pick up rather than leaving a voicemail. Only leave a voicemail if the **patient clearly stated their name** on the voice mail box and you are pretty sure it is their personal phone. You do not need to call again after leaving a voicemail.
 - If you do leave a voicemail, please say that either they can call the office to be screened for COVID-19 (if it is in-person) or the office will try to contact them before their appointment.
- **Please reply to the student coordinator (please do not reply all) in the original email with your completed excel spreadsheet. Please try NOT to share a Google sheet.** If you are going to work in Google Sheets, it is most efficient for you to download the sheet as an excel spreadsheet and then attach it to the email and send it to me.

Jefferson Women's Primary and Specialty Care Student Telephone Script: In Person Appointments

The following script is for IN PERSON appointments only. PLEASE READ: These include, MA visits, physicals (Phys), annual wellness visits (AWV), established (EST pat) patient appointments, internal transfer (Pt Int Trans), and new patient appointments.

If a patient wants to cancel or reschedule their appointment, we will tell the office, but please have them call when they want to reschedule. We were conveying the messages, but sometimes they cannot reach the patient again, so it would be best for the patient to call themselves if they want to make a new appointment.

Please read this before starting: Please make sure that patients do not assume on their own that symptoms from a pre-existing condition are not COVID-19. For example, let's say a patient comes in for a UTI. When the physician enters the room, she states that she was here for UTI, but that she was also having shortness of breath and a cough. She then states she was concerned that she might have COVID-19. She states that she has a cough because she has COPD. Let's say the patient answered no to all the questions that were asked for the COVID-19

screening, but it appears that the patient only thought that the cough or shortness of breath question pertained to her current COPD and therefore determined herself that it was not a symptom of COVID-19. We don't want people to exclude symptoms based on their understanding of their own health problems, nor do we want patients to determine that their symptoms could not possibly be COVID-19 related. If a patient has any concerning symptom, chronic health condition or not, please talk to Physician Name.

Please call the number in the “Best Number Now” Column first. Then, you can try the numbers in “Phone”. If the patient does not have a number listed in “Phone”, they may have one in “Best Number Now”.

12. *Hello, is this [PATIENT NAME]?*

13. *My name is [INSERT NAME], and I am a [INSERT TYPE OF STUDENT (MEDICAL/PA/ETC.)] Student at Jefferson. I am calling from the Jefferson Women's Primary and Specialty Care office and calling about your appointment tomorrow with Dr. [INSERT PHYSICIAN NAME].*

14. *Has anyone reached out to you **today** about your appointment tomorrow yet?*
a. If so, please ask them what they said and act accordingly. They may have canceled or changed it already.
b. If not, continue.

15. *We would like to ask you a few questions to help keep everyone safe in the office. If you have symptoms that require us to take extra precautions, we may ask you to speak with one of our doctors or staff members first.*
a. Please clearly explain that you are calling them to screen them for certain symptoms or exposures to COVID-19 before coming in and confirming their in-person appointment.

16. *What is the reason for your visit?*
a. If the patient is coming in for a fever, cough, shortness of breath, muscle aches → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name Please see #10 to close the call.
b. Something other than COVID-19 symptoms → Continue.

17. *Have YOU or anyone that YOU KNOW been tested for COVID-19?*
a. If yes, and they were POSITIVE → **They must have completed quarantine for 14 days and are currently without symptoms for 72 hours. Please confirm that if that was the case.**

- i. If that criteria is NOT met, **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name. Please see #10 to close the call.
 - ii. If the close contact was positive, the patient should have completed quarantine for 14 days and without symptoms for 72 hours.
- b. If they are awaiting results of COVID-19 testing → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name. Please see #10 to close the call.

18. Symptom screening:

- a. *Are you having any fever, chills, cough, shortness of breath, chest pain, or sneezing?*
 - i. If they answer YES to any of these → **Please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name. Please see #10 to close the call.
- b. *Are you having any diarrhea, skin rashes, muscle aches or pains, headache, or loss of smell or taste?*
 - i. If they answer YES to any of these → **please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name. Please see #10 to close the call.

19. *Are you concerned that you have ANY symptoms of COVID-19? If so, what are those symptoms?*

- a. If they answer YES → **Please advise them that someone from the office will call them about this and they may not be able to come in.** At this point, you can call Nurse Name. Please see #10 to close the call.

20. If they have NOT screened positive for any of these: **Please remind the patient that they MUST wear a mask coming to the appointment for the entirety of their visit. Please also remind them they must come ALONE, unless, they need physical assistance. They can bring someone to help if that is the case.**

- a. **If the patient needs to bring someone in, they can, but please let them know that the accompanying person may need to wait outside or not in the waiting room if it is too crowded.**
- b. **Please remind patients not to show up too early for their appointment (15 minutes before their appointment time is OK). The office is trying to limit the number of patients in the waiting room at one time.**

21. We suspect that patients will answer NO to these questions, if the patient answers YES to any of them, please advise them not to come to the office and let them know they will get a call within the hour from a physician or someone else from the office to

determine if it is safe or not to come to the office or if they need to do a phone or telehealth visit.

- a. **Please ask them for a good number to reach them.**
 - b. **Please then call Nurse Name’s cell phone, a nurse in the practice, **nurse number**. You only need to do this if the patients screen positive.**
 - i. **If it goes to voicemail, you can text to let Nurse Name know who you are and that you need to speak with Nurse Name about a patient.**
 - ii. **You may also try (office number) for Nurse name (this is her office phone).**
 - c. Please then document what nurse name says for the next course of action on the spreadsheet. Nurse Name may also just take the patient’s info and you can write that.
22. Thank them for their time! Please let them know to call the Jefferson Women’s Primary and Specialty Care office if anything changes or at any time for help: **office number**

Student Telephone Script: Telemed/Telephone

Please call the number in the “Best Number Now” Column first. Then, you can try the numbers in “Phone”.

- 1 *Hello, is this [PATIENT NAME]?*
- 2 *My name is [INSERT NAME], and I am a [INSERT TYPE OF STUDENT (MEDICAL/PA/ETC.)] Student at Jefferson. I am calling from the Jefferson Women’s Primary and Specialty Care office and calling about your appointment tomorrow with Dr. [INSERT PHYSICIAN NAME].*
- 3 *I just wanted to confirm that you were ready to go for your [INSERT TELEHEALTH OR TELEPHONE] appointment?*
 - a. **For telehealth/telemed**
 - i. You can ask them if they have used it MyChart telehealth before.
 - ii. If not, and the patient needs help to know where to find their appointment on MyChart on their phone or computer, please see the documents attached to the email. These are the “MyChart Day of Instructions”. Ask them if they are using their phone or their computer, and then look at the correct document.
 - iii. If the patient needs help with MyChart, please give them this number: **MyChart help number**. This is the MyChart help desk.
 - iv. If the patient says that they do not have MyChart setup or activated, document this in the excel sheet and the office will take care of it.

- b. For telephone**
 - i.* The provider will call their phone number at the time of their appointment
 - ii.* You can confirm what number they would like and write it in the notes.
- 4 Please let them know that this visit will still be billed to their insurance and there may be a co-pay.**
- 5 Please indicate on the spreadsheet if they are confirmed or if they need to cancel or reschedule.
- 6 Thank them for their time! Please let them know to call the office if anything changes or at any time for help: **Office number.**

Spreadsheet Instructions

At this point, they are not able to send us the list in excel. I am so sorry about this!

For the time being:

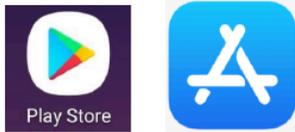
- 6. Please record the patient name in the spreadsheet I sent you under the appropriate column. **Please record the patient names in the same format (last name, first name) and same order that they occur on the PDF that was sent to you, so that we can match it up!**
 - a. Please STILL WRITE the name of the patient if they do not have a phone number and record “no phone number” somewhere on the sheet.
- 7. Please indicate in the “Confirm Appointment?” section the following options:
 - a. Yes, appointment ready**
 - i.* This means that you spoke to them, they confirmed they are coming, and did NOT screen positive at all
 - ii.* This is for in person appointments
 - b. Yes, telehealth/telephone ready**
 - i.* Please indicate if they need any help with MyChart
 - ii.* Please indicate the phone number to call them if it is a phone appointment
 - c. No, relayed patient to nurse**
 - i.* Please indicate the reason in the appropriate column and what she said to do
 - d. Could not reach patient x# (however many times you tried calling them, X2 is fine!)**

- i. You can leave a voicemail if the patient clearly stated their name. Please indicate that you left a voicemail.
 - e. **If they need to cancel or reschedule for some reason, please also indicate that there.**
 - i. Just make sure that they call the office to let them know! The office sometimes cannot reach people again after we relay the message.
- 8. Please indicate in the "Bringing anyone else?" section the following options:
 - a. **No**
 - i. This means they are coming alone
 - b. **Yes, needs physical assistance**
 - i. Please indicate who they are bringing
- 9. If applicable, please write the reason why you needed to reach out to nurse name.
 - a. Please also write what nurse name said to do about the situation.
- 10. In the Notes section, please write anything you think is important for the office to know.

Initiating Video Visits on MyChart App

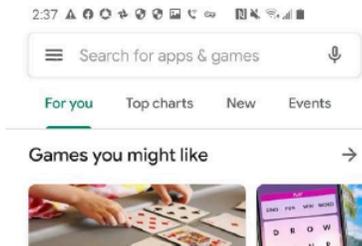
Step 1: Open the Google Play or Apple App Store

Find the mobile app store on your phone. You search for it in the app menu. Android devices have the Google Play Store and Apple devices have the App Store (icons below).



Step 2: Search for the MyChart App

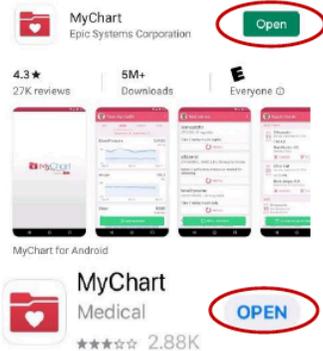
Android: Open the Play Store and go to the search bar at the top. Search for “MyChart”.



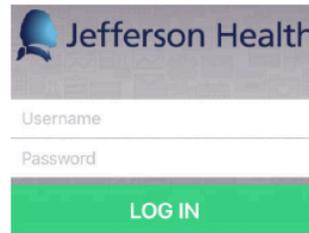
Apple: Click the “Search” magnifying glass in the bottom right. Search for “MyChart”.



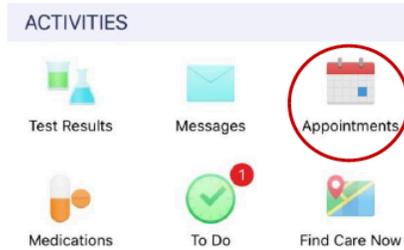
Step 3: Choose the app icon of a red folder with a white heart. Click “Install” (Android) or “Get” (Apple). Once the app is installed, click the new “Open” button that appears.



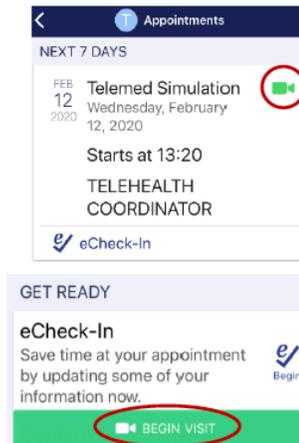
Step 4: Type “Jefferson Health” in the box below “Where do you receive your healthcare?” Tap to choose Jefferson Health (**not** Jefferson Healthcare). Click “Ok, Got it!” on the Switch Organizations screen. Log in on the screen below.



Step 5: After logging in, find your visit in the Appointments section.



Step 6: Click on the green camera next to the visit. Accept any prompts to access your camera and microphone. Scroll down and click “Begin Visit”.



Step 7: You will see yourself on the screen. Wait while the provider connects. If the app shuts down, please check your internet connection and reopen your app to reconnect.

Starting Video Visit Through MyChart (Web-PC)

Step 1

Use Internet Explorer or Safari browsers only, go to "Mychart.Jefferson.edu"

Step 2

Log in (if account active), if not call 215-503-5700



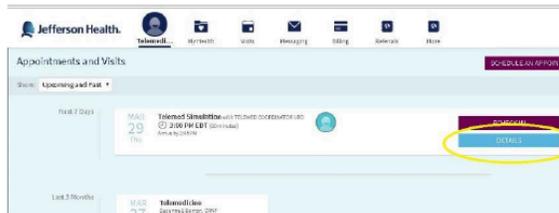
Step 3

Select Visits, click Upcoming Appts in dropdown



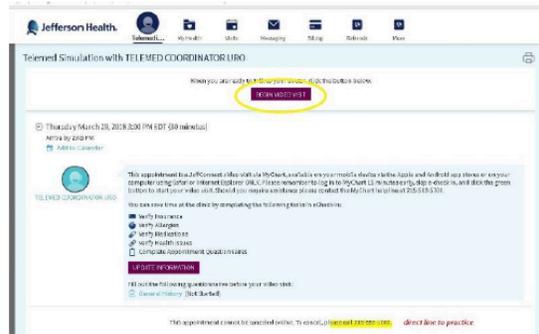
Step 4

Select Appt Details, Ignore E-Checkin



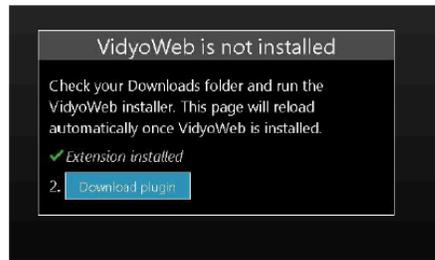
Step 5

Click Begin Video Visit



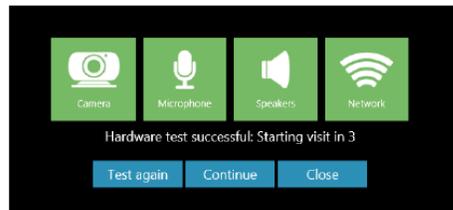
Step 6

Complete both Extension and Plug-in Installation



Step 7

Complete Hardware Test



You visit will now begin, please make sure your speaker volume is adjusted and that you have not muted your connection.

If you encounter account or video issues, call the MyChart Helpline at 215-503-5700.

Patient Resources

Food

1. Philabundance:

- a. <https://www.philabundance.org/covid19/>
- b. You can pick up one food box per household to last for 5 days
- c. Sites on the website. Mondays and Thursdays 10am-12pm.
- d. Residents do not need to present an ID or proof of income for eligibility.
- e. They also have student meal sites.
- f. Here is a link to all of the locations: <https://www.phila.gov/2020-03-28-where-to-find-free-nutritious-food-during-covid-19/>

2. Aunt Bertha's

- a. <https://www.auntbertha.com/>
- b. A great site to look for any resource in our area! Just type in the zipcode.
- c. I would start here!!
- d. **They have information on food, housing, goods, transit, health, money, care, education, work, and legal resources.**

3. WhyHunger

- a. The **WhyHunger Hotline** refers people in need across the U.S. to food pantries, soup kitchens, summer meals sites, government nutrition programs and grassroots organizations, especially those that provide access to nutritious foods and nutritional support services.
- b. Call **1(800) 5-HUNGRY**, text your zip code to 1-800-548-6479 or use the form below to locate a local emergency food provider and other support services.

4. Philadelphia Corporation for Aging

- a. This program helps people who are older than 60 years old. | Must have the inability to cook food and shop or attend congregate meal programs. | Must be living alone and not having someone available who can help prepare meals. | Must be lacking the financial resources to meet nutritional needs.
- b. The Philadelphia Corporation for Aging (PCA) is continuing delivery services and distribution of meals at their senior centers. **Call the PCA helpline at 215-765-9040 for more information.**

5. Philly Mutual Aid: Neighbors Helping Neighbors

- a. <https://docs.google.com/forms/d/e/1FAIpQLSf4tHQTrOG0DDh6hytdw8rdN7sFkm74Q1yMii2YeOLis2qNvA/viewform>
- b. Neighbors Helping Neighbors is a mutual aid support network for Philadelphia residents affected by COVID-19.
- c. Visit the google form for more info. They connect with neighbors to deliver food, medicine, and supplies. Primarily, for the sick, elderly, disabled, undocumented, single parents, LGBTQ+, people of color, and those quarantined without pay.

6. Saint Vincent Food Cupboard (Food Delivery)

- a. Our food pantry serves everyone from low income families, single parents, senior citizens, unemployed individuals, disabled veterans, working poor, and anyone else in need of our assistance. St. Vincent's Food Cupboard will now

deliver to their clients. Services provided to our community include: Food to meet basic nutritional needs. Please call and leave your name and number in the voicemail: 215-438-1514.

7. Jewish Relief Agency

- a. <https://www.jewishrelief.org/get-help.html>
- b. Jewish Relief Agency provides food assistance and home goods to over 3,200 diverse households in the Greater Philadelphia region from families with children to seniors

8. Grab and go meals

- a. Grab-and-go meals will be available for seniors between 11 a.m. and 1 p.m. on Mondays and Wednesdays at three older adult centers: Northeast, Mann, and Martin Luther King Jr.
- b. Go to https://www.phila.gov/media/20200403150423/Food-resources-during-COVID-19-coronavirus_4_2.pdf for the locations.

You can also:

- Call 311 for help finding a food pantry. Make sure to call the pantry in advance to confirm their hours.
 - o Signatures on Self Declaration of Need forms have been temporarily waived due to COVID-19. You will be asked to provide verbal confirmation of your need as well as your household size and weekly income level as of the day you go to receive food.
- Call the WhyHunger hotline at 1-800-5HUNGRY to find food pantries near you, or visit the WhyHunger website. (English and Spanish)
- You can also contact Community Resource Connect and enter your zip code to find food and other resources for you and your family
 - o <https://communityresourceconnects.org/>
- Text your zip code to 1-800-548-6479 to receive a list of food pantries near you.
- Go to Philadelphia.gov for more resources:
 - o https://www.phila.gov/media/20200403150423/Food-resources-during-COVID-19-coronavirus_4_2.pdf

Grocery stores with hours for elderly and at-risk shoppers

- Find a complete and updated list here:
<https://www.snopes.com/news/2020/03/20/grocery-stores-special-hours/>

Other resource links:

- <https://communityresourceconnects.org/>
 - o **This site has great COVID-19 resources and links to every hotline someone may need.**