



## Guidance for HomeMeds<sup>(s)</sup> program delivery during COVID-19

Dear HomeMeds Licensees and Users,

Many of you have reached out to us for guidance about how to conduct HomeMeds interventions given the social distancing measures in place in many communities across the country. Clearly, all interventions should be done in line with the policies and procedures of your organization and the directives provided by your public health department.

We suggest that there are three manners in which you can continue to do the HomeMeds intervention with participants who have access to varying levels of technology in their homes.

***Model 1: For older adults or their in-home caregiver(s) who are relatively technology savvy and who have access to a smartphone and an internet connection:***

- a. The social worker or case manager providing the HomeMeds intervention can speak with the older adult by phone and guide them through the assessment in a manner similar to how the assessment would be performed if they were in the home with the older adult or caregiver.
  - i. The smartphone can be used to take pictures of the bottles of the various medications taken by the older adult and the older adult or caregiver can then send those pictures to the person conducting the HomeMeds intervention through email. Taking a picture of the bottle should limit the likelihood of mistakes in spelling, dosage, times per day that medication should be taken, etc.
- b. Video conferencing (Zoom, Face time, WebEx, or Skype) is another option to conduct the HomeMeds intervention. The assessment questions can be asked using the video conferencing tool and the older adult can share each bottle over the video so the staff member can write down the required information from each medication bottle. This option may take additional time for the older adult to become comfortable with video conferencing, so the staff member and management should consider the cost of this extra time when they implement the intervention.



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### ***Model 2: For older adults who do not have access to a smartphone or internet connection:***

- a. The social worker or case manager providing the HomeMeds intervention can speak with the older adult or their caregiver by phone and guide them through the assessment in a manner similar to how the assessment would be performed if they were in the home with the older adult or caregiver. The intervention performed in this manner may take longer than the normal HomeMeds because great care will need to be taken with securing the correct name of medications.
  - i. The client/caregiver should spell out the name of the medication(s) and the case manager should spell the name back to them to make sure that it is the correct medication being entered into the system. The dosage will need to be double checked and the case manager will need to repeat back to the older adult or caregiver the time(s) of day that the medication should be taken as outlined on the prescription bottle or over the counter container.
  - ii. You want to be sure that you are asking the older adult or caregiver not only for the prescription medications, but also for the over the counter and herbal medications taken by the older adult.

### ***Model 3: If the agency has a problem contacting the older adult either through technology or telephone:***

- a. A letter can be sent to the older adult on agency letterhead explaining that the agency would like to provide them with a medication check, and that they can either call the agency at a designated phone number for staff doing the HomeMeds intervention or they can complete a hard-copy HomeMeds form included in the mailing. If the older adult or caregiver calls the agency the staff doing the HomeMeds intervention should follow Model 2 above.
- b. The HomeMeds form can be filled out either by the older adult or their caregiver, following the detailed instructions on the form. They then can return the form to your agency with all the information indicated on the form. You can decide if you would like to include a stamped, agency-addressed envelope for the older adult or caregiver to send the form back to you with, or if you just want to put the form in an agency-addressed envelope and allow them to add the stamp.



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- c. Once you receive the completed HomeMeds form, your staff will have to input the information into the HomeMeds system so that it can be reviewed.