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# Boston Medical Center HEALTH SYSTEM

## THRIVE SDOH COVID19 Resources

April 10, 2020



# Social determinants of health needs are increasing during COVID-19

- BMC's THRIVE and Population Health Teams have pulled together a THRIVE Central Team to identify, update, and communicate available emergency services as changes occur.
- We have **developed**:
  - **Centralized Resource Directory to share with patients**: Massachusetts Community Resource Directory <massthive.org>
  - **Several SDOH resource guides** to share with patients through MYCHART, email or text message

# Open Patient Instructions

4/7/2020 visit with Pablo Buitron de La Vega, MD for TELEMEDICINE VISIT - pt notify

Images References Dictations Media Manager Preview AVS Print AVS Request Outside R

CHARTING

- Contacts
- Visit Info
- Interpreter Use
- Consent and Time
- Travel Screening
- Progress Notes
- Problem List
- Meds & Orders
- Review
- PL Instructions**
- Length of Visit
- Visit Diagnoses
- Charge Capture

**Patient Instructions**


<b>Pablo Buitron de La Vega, MD</b> Physician Internal Medicine	Patient Instructions Addendum	Creation Time: 4/8/20
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(More...) ...

Length of Visit

- Patient instructions are located in your visit navigator

# Use THRIVECOVID19 Smartphrase

 Patient Instructions (F3 to enlarge)



.thrivecov

Abbrev	Expansion
★ THRIVECOVID19	Social Service Resources during COV

Refresh (Ctrl+F11)

# Select Preferred Language

4/7/2020 visit with Pablo Buitron de La Vega, MD for TELEMEDICINE VISIT - pt notify

Images References Dictations Media Manager Preview AVS Print AVS Request Outside Records

- CHARTING
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- Review
- Pt. Instructions**

## Patient Instructions (F3 to enlarge)

★ B abc ↶ ↷ ? + Insert SmartText ↵ ↶ ↷ ↶ ↷ ↶ ↷ ↶ ↷

{THRIVE COVID RESOURCES:23755}

4/7/2020 visit with Pablo Buitron de La Vega, MD for TELEMEDICINE VISIT - pt notify

Images References Dictations Media Manager Preview AVS Print AVS Request Outside Records Try the Widescreen

- CHARTING
- Contacts
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- Review
- Pt. Instructions**

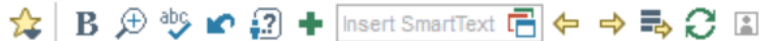
## Patient Instructions (F3 to enlarge)

★ B abc ↶ ↷ ? + Insert SmartText ↵ ↶ ↷ ↶ ↷ ↶ ↷ ↶ ↷

{THRIVE COVID RESOURCES:23755}

- {BMC AMB THRIVE COVID- ENGLISH.TXT,17579}
- {BMC AMB THRIVE COVID- SPANISH.TXT,17580}
- {BMC AMB THRIVE COVID- HAITIAN CREOLE.TXT,17582}
- {BMC AMB THRIVE COVID- PORTUGUESE.TXT,17581}
- {BMC AMB THRIVE COVID- VIETNAMESE.TXT,17583}
- {BMC AMB THRIVE COVID- ARABIC.TXT,17584}

- Click F2 to select preferred language



## THRIVE COVID-19 Resources - ENGLISH

We recognize that you may be experiencing challenges during this time which can impact your health. We have developed specialized COVID-19 Resource Guides to help. These resource guides contain available community, state, and federal resources to support you and your loved ones through the remainder of the coronavirus pandemic.

### COVID-19 Resource Guides (Hyperlinks)

- [Childcare and Kids Education](#)
- [Domestic Violence](#)
- [Financial Support & Employment](#)
- [Food](#)
- [General COVID-19 Informational Resources](#)
- [Housing](#)
- [Internet & Utilities](#)
- [Legal Services](#)
- [Resources for Seniors](#)
- [Shelter Updates](#)
- [Substance Use Disorder Resources](#)
- [Transportation](#)
- [Wellness and Mental Health](#)

If you cannot access the hyperlinks above, please visit our free **Massachusetts Community Resource Directory** - [MASSTHRIVE.ORG](https://www.massthive.org) to quickly find and contact resources in your neighborhood. Resource guides are located at the bottom of the page.

# For patients using MYCHART

4/7/2020 visit with Pablo Buitron de La Vega, MD for TELEMEDICINE VISIT - pt notify

Images References Dictations Media Manager Preview AVS Print AVS Request Outside Records Try the Widescreen View

CHARTING

- Contacts
- Visit Info
- Interpreter Use
- Consent and Time
- Travel Screening
- Progress Notes
- Problem List
- Meds & Orders
- Review
- Pl. Instructions**
- Length of Visit
- Visit Diagnoses
- Charge Capture
- Routing
- Care Everywhere
- Allergies
- Verify Rx Benefits
- Medications
- Outside Meds
- History
- Assessments

**Patient Instructions (F3 to enlarge)**

★ B abc ↻ ? + Insert SmartText ↵ ⇐ ⇒ ↻ ↺

**THRIVE COVID19 Resource Guide - SPANISH**

Reconocemos que puede estar experimentando desafíos durante este tiempo que pueden afectar su salud. Herr Recursos de COVID-19 especializadas para ayudar.

**Guías de Recursos de COVID-19:**

- [Cuidado de niños y educación infantil](#)
- [Violencia doméstica](#)
- [Apoyo financiero y empleo](#)
- [Alimentos](#)
- [Recursos de información general de COVID-19](#)
- [Vivienda](#)
- [Internet y servicios públicos](#)
- [Servicios legales](#)
- [Recursos para personas mayores](#)
- [Actualizaciones de refugio](#)
- [Recursos para el trastorno por uso de sustancias](#)
- [Transporte](#)
- [Diagnóstico y salud mental](#)

- Patient will receive the guide as AVS in MYCHART
- Patient can click the links and open information about resources

https://masstrive.org/ - Favorites | Mass Community Resource Directory - Internet Explorer

Edit View Tools Help

Here is a list of a few helpful services to get you started! ?

Show only programs serving my zip code:

**FILTER THIS LIST** or search all programs in my zip

## COVID19 - Housing

**Homelessness Advocacy**  
by **Massachusetts Housing and Shelter Alliance** Work here? Claim! ✓

MHSA advocates for a transformation of our homelessness response system to a system that focuses on triage and assessment, short-term

**Next Steps:**  
Call **617-367-6447** or go to the **program's website**.  
📍 (Serves your state)  
**7 Bulfinch Place, Boston, MA 02114**  
🕒 Open Now: **8:00am - 5:00pm** ✓

📍 Eligibility:  
Follow the next steps to find out if this program has eligibility criteria

📍 Main Services: **advocacy & legal aid**

📍 Serving: **anyone in need , all ages , homeless**

**MORE INFO** ✓ **SAVE** **SHARE** **NOTES** **SUGGEST** **→ NEXT STEPS**

Select Language

Suggest Program Claim Programs Accessibility Terms Privacy

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https://masstrive.org/ - favoritos | Directorio de Recursos de la Comunidad de masas - Internet E...

Edit View Tools Help

Aquí está una lista de algunos servicios útiles a empezar! ?

Mostrar sólo los programas que atienden a mi código postal:

**FILTRAR ESTA LISTA** or buscar todos los programas en mi postal

## COVID19 - Vivienda

**Homelessness Advocacy**  
by **Massachusetts Housing and Shelter Alliance** ¿Trabaja aquí? ¡Reclamación! ✓

MHSA aboga por una transformación de nuestro sistema de respuesta de las personas sin hogar a un sistema que se centra en clasificación y

**Próximos pasos:**  
llame **617-367-6447** or ir a la **página web del programa**.  
📍 (Brinda servicios a su estado)  
**7 Bulfinch Place, Boston, MA 02114**  
🕒 Abierto: **Las 8:00 am - 5:00 pm** ✓

📍 Elegibilidad:  
Siga los próximos pasos para descubrir si este programa tiene criterios de elegibilidad

📍 Los servicios principales: **defensa y asistencia legal**

📍 Servicios para: **cualquier persona en necesidad , todas las edades , vagabundo**

**Spanish**

Sugerir programa Solicitar programas Accesibilidad Condiciones Intimidad

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# For patients not using MYCHART

**Patient Instructions (F3 to enlarge)**

THRIVE COVID-19 Resources - ENGLISH

We recognize that you may be experiencing challenges during this time which can impact your health. We have dev Resource Guides to help. These resource guides contain available community, state, and federal resources to supp through the remainder of the coronavirus pandemic.

**COVID-19 Resource Guides (Hyperlinks)**

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- [Internet & Utilities](#)
- [Legal Services](#)
- [Resources for Seniors](#)
- [Shelter Updates](#)
- [Substance Use Disorder Resources](#)

- Use THRIVECOVID19 smartphrase
- Choose preferred language
- Click on the hyperlink of the guide that the patient requested help with

# For patients not using MYCHART

COVID19 - Housing

Homelessness Advocacy Work here? Claim! ✓  
by Massachusetts Housing and Shelter Alliance

MHSA advocates for a transformation of our homelessness response system to a system that focuses on triage and assessment, short-term shelter, rapid

🕒 Eligibility:  
Follow the next steps to find out if this program has eligibility criteria

🔧 Main Services: [advocacy & legal aid](#)

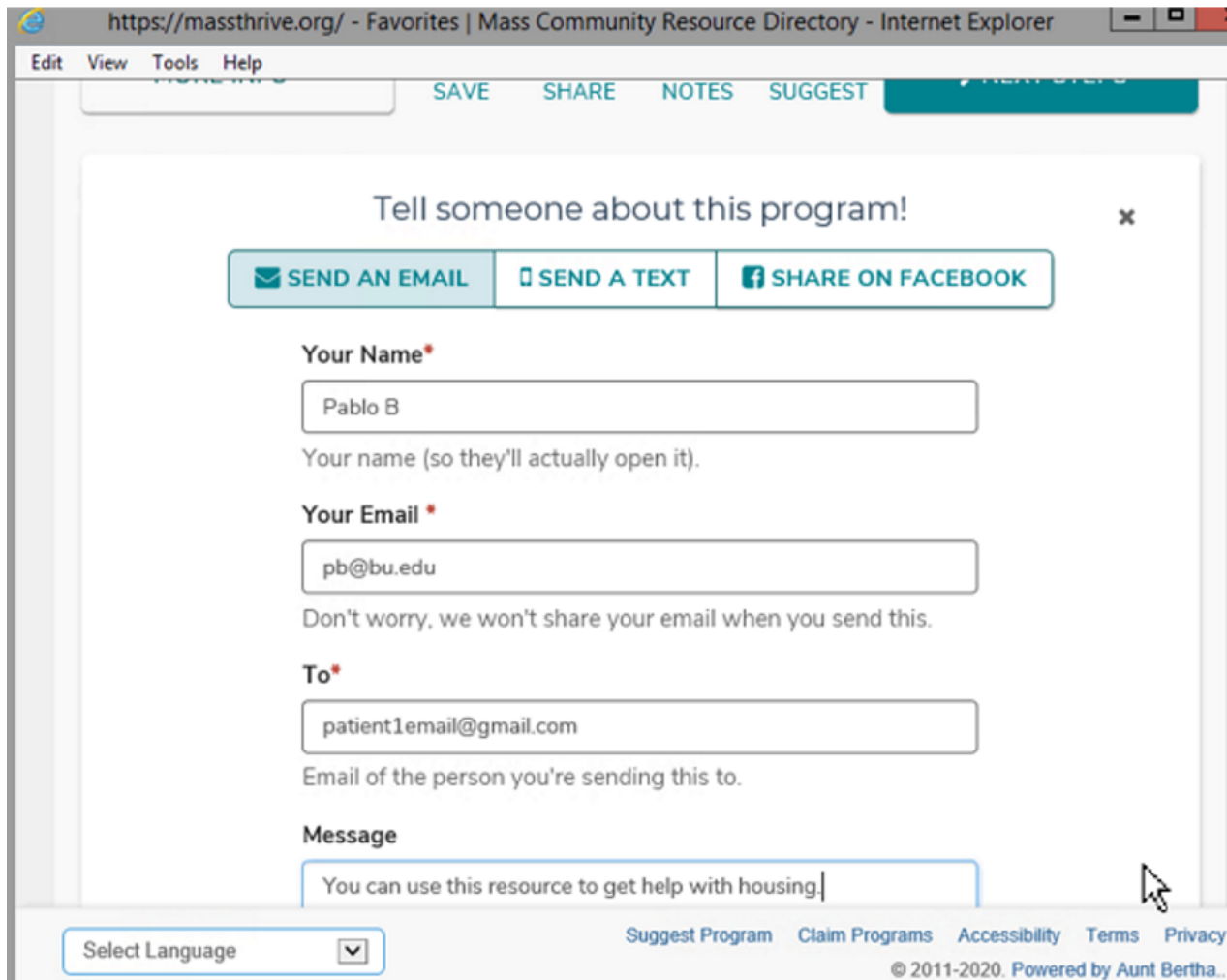
👤 Serving: [anyone in need](#) , [all ages](#) , [homeless](#)

Next Steps:  
Call [617-367-6447](tel:617-367-6447) or go to the [program's website](#) .  
📍 (Serves your state)  
[7 Bulfinch Place, Boston, MA 02114](#)  
🕒 Open Now: [8:00am - 5:00pm](#) ✓

MORE INFO ✓   ★ SAVE   **SHARE**   📄 NOTES   ✍️ SUGGEST   ➔ NEXT STEPS

- Find a program that you want to share with the patient
- Click “Share”

# For patients not using MYCHART



The screenshot shows a web browser window with the URL <https://massthive.org/>. The page title is "Mass Community Resource Directory - Internet Explorer". The browser's address bar shows the URL. The page has a navigation bar with "SAVE", "SHARE", "NOTES", and "SUGGEST" buttons. The main content area is a form titled "Tell someone about this program!". The form has three buttons: "SEND AN EMAIL", "SEND A TEXT", and "SHARE ON FACEBOOK". Below the buttons are four input fields: "Your Name" (containing "Pablo B"), "Your Email" (containing "pb@bu.edu"), "To" (containing "patient1email@gmail.com"), and "Message" (containing "You can use this resource to get help with housing"). The form is styled with a light blue and white color scheme. At the bottom of the page, there is a "Select Language" dropdown menu and a footer with links for "Suggest Program", "Claim Programs", "Accessibility", "Terms", and "Privacy". The footer also includes the copyright notice "© 2011-2020. Powered by Aunt Bertha..".

Tell someone about this program!

[SEND AN EMAIL](#) [SEND A TEXT](#) [SHARE ON FACEBOOK](#)

**Your Name\***  
Pablo B  
Your name (so they'll actually open it).

**Your Email\***  
pb@bu.edu  
Don't worry, we won't share your email when you send this.

**To\***  
patient1email@gmail.com  
Email of the person you're sending this to.

**Message**  
You can use this resource to get help with housing

Select Language

[Suggest Program](#) [Claim Programs](#) [Accessibility](#) [Terms](#) [Privacy](#)  
© 2011-2020. Powered by Aunt Bertha..

- You can share through email by completing the fields OR

# For patients not using MYCHART

The screenshot shows a web browser window with the URL <https://massthive.org/>. The page title is "Mass Community Resource Directory". The browser's address bar shows "Favorites | Mass Community Resource Directory - Internet Explorer". The page content includes a navigation bar with "MORE INFO", "SAVE", "SHARE", "NOTES", "SUGGEST", and "NEXT STEPS" buttons. Below this is a modal window titled "Tell someone about this program!". The modal contains three buttons: "SEND AN EMAIL", "SEND A TEXT", and "SHARE ON FACEBOOK". The "SEND A TEXT" button is selected. Below the buttons are two text input fields: "Your Name\*" with the value "Pablo B" and "To\*" with the value "617222222". Below the "To\*" field is a "SEND" button and a message: "We'll text them about this program and let them know you sent it." At the bottom of the page, there is a "Select Language" dropdown menu and a footer with links for "Suggest Program", "Claim Programs", "Accessibility", "Terms", and "Privacy", along with the copyright notice "© 2011-2020. Powered by Aunt Bertha..".

- You can send a text message with information about the program

# Thank You

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We invite your teams to share questions, feedback and COVID19 resource information with our THRIVE COVID19 Team at [THRIVE@BMC.org](mailto:THRIVE@BMC.org) or **contact:**

- Pablo Buitron de la Vega [pbuitro1@bu.edu](mailto:pbuitro1@bu.edu)