**Leveraging Mobile Technology to Serve Unstably Housed and**

**Justice-Involved Individuals in NYC Throughout the Covid-19 Crisis**

Hudson River Healthcare (HRHCare) is one of the nation’s largest community health providers; HRHCare’s network of 43 health centers throughout the Hudson Valley, New York City, and Long Island provides affordable, accessible care to over 225,000 patients annually. The emergence and rapid spread of COVID-19 has been highly disruptive to health care providers throughout HRHCare’s service area. New York in particular has emerged as the epicenter of the pandemic with more cases in the State than in any country worldwide. Furthermore, the 16 counties that make up HRHCare’s service area have accounted for approximately 97% of all confirmed COVID-19 cases in New York.

In the early days of the pandemic’s emergence, HRHCare leveraged telemedicine and mobile services to meet the needs of justice-involved and unstably housed individuals who would otherwise go without services. Specifically, HRHCare developed an agreement with the New York City Mayor’s Office of Criminal Justice (MOCJ) and the New York City Emergency Management (NYCEM) to respond to the needs of individuals discharged from the Rikers Island jail. To respond to Covid-19, the city discharged a number of individuals from Rikers Island to reduce overcrowding. Certain individuals without transitional housing options were temporarily discharged to hotels located in Queens, New York. To maximize their health and reduce the potential community transmission of Covid-19, HRHCare was engaged to provide telemedicine and medical services to these individuals and ongoing medical care, as needed.

Specifically, HRHCARE provided low-acuity primary health care and triage/assessment services for clients’ medical, behavioral health, and substance use needs at these hotels. HRHCare offered these services in close coordination with the DOC’s Exodus Program, a social-work focused transitional care program. Specifically HRHCare used its existing mobile van (parked in front of the hotels) to:

* Arrange a visit with an HRHCare primary care provider within 24-48 hours upon arrival. Such visit shall be conducted face to face at the COVID-19 Hotel or through a telehealth modality.
* Prepare and maintain an industry-accepted patient care record for each client to ensure continuity of care to be available on site and during a transition of care to another healthcare facility.
* Offer office hours to residents/clients during their stay in the isolation hotels and appointments, as needed post-discharge.
* Provided one onsite session daily and additional office hours via telemedicine platform daily (utilizing its doxy.me platform) to residents/clients who might need consultations for themselves or for family members.

As of June 2020, HRHCare had conducted visits with approximately 300 patients and continues to support this work.

Additionally, HRHCare leveraged mobile van resources to travel to a number of shelters throughout New York City to provide on-site mobile healthcare services to shelters that were temporarily not taking in outside visitors so as to reduce Covid-19 exposure. HRHcare would provide services to individuals within the van, and via secure connection, to an HRHCare provider. In other cases, HRHCare created kiosks for both primary care as well as psychiatry. HRHCare provided the shelters with tablets that were already set up for telemedicine, and trained shelter staff to help shelter residents to navigate into the telehealth appointment at the scheduled time. Through these efforts, HRHCare has maintained continuity of care for another several hundred patients throughout New York City.