



Will County
Health Department &
Community Health Center

Division of Behavioral Health Programs

COVID19 Pandemic Crisis - Behavioral Health Check-in List Questions

- Let's start with the basics:
 - Patient's status regarding food, Safety, and Shelter.
- Review with clients what essential services they need (e.g. grocery stores, gas stations, doctor's appts., banks, pharmacy, health coverage, entitlements such as unemployment). What transportation do they have to get to some of these locations?
- Review COVID19 symptoms and overlapping symptoms with allergies.
- Do they have access to the internet?
 - Schools may supply students with internet access.
 - If so, review resources available through the internet: CDC, IDPH, NAMI, MAPP website
- Encourage patients (and their partners/family's) to wear a mask when out and use social distancing. Discuss how to make a mask.
- Ask what forms of communication does the patient have? (cell phone, internet , etc.).
- Give referrals to food pantries, advise them that many restaurants deliver also.
- Suggest for them to check with elderly neighbors by phone if they can.
 - Does the elderly person have any special needs (physical limitations or accommodations, or cognitive declines)?
- If the patient is elderly ask if someone is checking on them.
 - Do they have any special needs?
- Give CARES line number, Crisis Line of Will and Grundy County hotline number, Call4Calm number.
- Ask what items they need in their homes and discuss ways to acquire
- Ask if they have symptoms of anxiety, depression, other MI
 - Are they able to get treatment (therapy and/or medications)?

- If they need prescription refills tell them where to call, CHC or nurses line for C&A
- Ask if all utilities (e.g. gas, electric, water, etc.) in the residence are working.
- Ask about transportation (buses and Uber are available).
- For families that might be dealing with loss from COVID19>
 - Refer families to hospice services for grief counseling.
- Experiencing Triggers:
 - News and media cover may trigger individuals
- Experiencing Recent Stressors:
 - Amplified by new stress exacerbated by COVID19.
- Do you have access to your physician at this time for care by phone or in person? Are they reachable at this time? Do they have their physician's phone number?
- Coping Skills:
 - Patients have gone through some difficult circumstances in the past; what helped get them through it?
 - Do patients have access to emotional support? Who are their supports?
 - Keep things in perspective and try to get as much information as possible; it is important to live in the present, voice acceptance.
 - Acknowledge their anxiety. It is normal to experience anxiety during this crisis. Everyone is feeling some level of anxiety. It's useful to just name it and work through it.
 - Write down worries. We can start to catastrophize, and our minds can get frenzied. Seeing the words on paper or on a screen may calm our thoughts down, allowing us to challenge and balance our own thinking.
 - Focus on the things we can control. The things we can't control are numerous right now, but we can control our attitude and taking care of ourselves and our family's well-being.
 - If struggling with substance abuse, do you have access to professional help and other supports such as virtual AA/NA, 12 steps involvement and peer recovery specialists?
 - How do you ground yourself in this environment? Opportunity to teach some centering and grounding skills.

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