Protocol for Discharging Homeless Patients with Pending COVID-19 or Positive COVID-19 Results, and Homeless Non-COVID-19 Patients

Public Health approval for hospital discharge COVID-19 pending and positive patients was suspended effective April 3, 2020. Hospitals are still required to complete a Confidential Morbidity Report (CMR) or submit the report through CalREDIE if enrolled.

1.) Motel Placement for Pending COVID-19, Positive COVID19 (who cannot be safely isolated at home, or are homeless)

Call Disease Control Nurse Line at 951-955-6483 for motel placement assessment
Monday-Friday 8AM - 5PM, Saturday and Sunday 9AM – 4PM
After Hours 951-906-9001 (Assessment only, no placement after hours)


Motel room scheduling is also available for discharges with unsuitable home environments on a first-come, first-served basis. Rooms are not guaranteed.

Call 800-909-0079 for hotel placement:

Monday through Sunday 8AM – 5PM
*Your facility is responsible for arranging transport*

Note: Hospitals should follow their usual discharge procedures for homeless COVID-19 patients who are no longer infectious. (A Public Health clearance letter is required)