

From: Taft, Chelsey
To: Employees
Cc: cmccune@goaging.org
Subject: Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE
Date: Tuesday, March 24, 2020 4:38:46 PM
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Tuesday March 24th, 2020 – Coronavirus Update Please note anything highlighted in blue is new information

Thank you for all your hard work and continuous efforts in providing great care to our patients!



Goal 1: Keep employees healthy and safe

- A. Each clinic has the appropriate PPE to see possible COVID patients.
- B. Training has been provided on donning and doffing PPE.
 - a. Please see Donning & Doffing Training Videos - P:\Staff\COVID-19 Plan and Process\Training\Videos
- C. Facemasks are provided to patients with upper respiratory symptoms. Patients that refuse to put on a mask with upper respiratory symptoms are asked to leave and appointment will be canceled.
- D. Hand sanitizer is available in each waiting room with Kleenexes. Each waiting room has a trash can with foot pedal.
- E. Employees are asked to stay home if sick. Katy Trail has instituted a policy that any employees calling in sick with a respiratory or GI symptoms accompanied by fever will be granted paid time off. This will not affect your current PTO or EIB time.
- F. Katy Trail understands that child care needs are becoming a concern for many staff members. Katy Trail is investigating child care for all employees.
- G. Dental is no longer seeing routine care patients, only emergency patients.
- H. Clinical staff member is posted at the front of each clinic asking screening questions.
- I. All respiratory patients are to be seen via patients vehicle or COVID tent. These patients are not to enter the building.

- a. It does not matter if patient has fever or not.
- J. When not in use, your N95 mask needs to be placed in your brown paper bag.
- K. To prevent exposure to others:
 - a. Please be sure to remove your clothes before coming in contact with your family.
 - b. Place clothes immediately in the washer.
 - c. Shower
- L. All clinics will be closing at 5:00 p.m. each day.
- M. Please be mindful of how much PPE you are using each day, **especially surgical mask**. Please know that PPE is very limited for all health care facilities.
 - a. Unless you are directly assessing someone with respiratory symptoms, collecting a specimen that could promote a cough, you do not need to be wearing a mask.
 - b. Utilize the fullest extent of the PPE while donned. This means only doff if contaminated or leaving COVID area.

Goal 2: Keeping possible COVID-19 patients from entering our buildings

- A. Signs are posted at all entrances and are updated as needed. Signs are in English, Spanish, and Russian
- B. Screening patients during the scheduling process and when checking in the patient.
 - a. The screening questions during scheduling are being compared to screening questions at check-in.
 - b. If there are any discrepancies, the PSR will notify the care team.
- C. Secured test for all sites.
- D. Tents are up in all locations and ready to be used.
- E. Patients are being referred to the Tracfone number. The care team will be directing these patient to tent location for evaluation and determining patients risk/requirements for COVID-19 testing.

COVID rotation schedule is approved.

- a. The site manager is in the process of adding time off request.
- G. Adopted John Hopkins testing algorithm for testing requirements.
- H. As more test become available we will shift to testing as many patients as possible.

Goal 3: Continue to provide high quality of care to our patients and our communities patients by using science to guide prevention, testing, and treatment

- A. Managing schedules
 - a. Schedules are opened to sick patients. Canceled WCC, AWW's, and any well patient over the age of 60 yo.
 - i. The goal is to keep well patients well
- B. Relaxed medication prescribing for chronic care patients
- C. All Behavioral Health appointments will be held virtually.
- D. The goal is to begin scheduling virtual/phone visits for medical providers to see well (except well child appt) and acute patients.
 - a. Scripting will be provided to staff.
- E. Implementing Zoom appointments for physically healthy behavioral health patients
- F. In the process of creating Zoom/Phone Call appointments for medical patients
- G. Communicating regularly through social media regarding what we are doing to prepare/prevent for the Coronavirus
- H. Telehealth Communications During COVID-19 Public Health Emergency:
 - a. The Office for Civil Rights at the U.S. Department of Health and Human Services announced effective immediately, that it will exercise it's enforcements discretion and will waive potential penalties for HIPAA violations against health care providers that serve patients through everyday communications technologies during the COVID-19 nationwide public health emergency.
- I. COVID Test Availability:
 - a. Marshall: 10 test
 - b. Sedalia: 22 test
 - c. Versailles: 3 test – You will receive 4 more tomorrow.
 - d. Warsaw: 9 test
- J. Remember to let the Health Department know that you tested a patient for COVID. Let Dr. Turner know as well. Once this is reported to the Health Department they will follow up with the patient.
 - i. Please note: Morgan County Health Department would like a copy of the visit summary faxed to Ashley at 573-378-7375

Goal 4: Contribute to the community efforts to address the crisis

- A. Handing out food boxes to Katy Trail patients that we test for COVID-19 and are quarantined
- B. Reaching out to food pantries in other counties and seeing how we can assist them
- C. Participating daily in the Incident Command Meeting

Goal 5: Assure our financial security in order to sustain our services

- A. Steve is preparing a projection of impact over the next several months
- B. Applied for the Missouri Foundation for Health Grant (\$150,000)
- C. HRSA emergency dollars projected in April
- D. Track everything all expenses to COVID
- E. How long can we pay for people who are not working?

To our providers:

1. DHSS Provider Line: 877-435-8411
2. DHSS at 800-392-0272 (24/7) to immediately report any patients who meet criteria for evaluation as a Patient Under Investigation (PUI) for 2019-nCoV
3. Providers are meeting via Zoom daily from 12:25 to 12:45
4. Message from Dr. Turner:
 - a. Continue to follow CDC guidelines for COVID-19 testing, although guidelines are slightly relaxed. More and more cases will be community acquired than travel related. Therefore, if a patient that you have seen previously for respiratory symptoms is not improving and returns for an appointment consider testing. Encourage your team to look at schedules to recognize any of these patients. If so, call the patient, have them wait in the parking lot, give them the Tracfone number to call when they arrive. As this patient will be assessed outside.
5. Heather Emilio has reported that she is unable to send out external referrals. Heather will hold onto these referrals until further notice.
6. Employers requesting that their employees get tested:
 - a. If the patient does not qualify for COVID testing, please provide the patient with a letter.
 - b. Dr. Turner suggests: "Patient has been assessed for respiratory symptoms. At this time they do not meet testing requirements." As advised by the CDC we recommend that patients with respiratory symptoms patients stay at home and minimize contact with others to avoid spreading infection.
7. Due to no late nights, your clinical hours have been adjusted. Your site manager will be sharing the schedules with you.
8. Complete all follow up labs in patient's vehicle to minimize exposure.
9. Telephone-Only visits for Medicare do not qualify as telehealth at this time but we can bill at a reduced rate using code G0071.
10. Telehealth visits for Medicaid and Medicaid Managed Care are reimbursed based on office visit code.
11. With the change in weather, alternative rooms in each location will be discussed at tomorrow's 12:25 meeting.
12. EM:RAP on COVID-19 YouTube Discussion March 23rd.
 - a. Clinical Pointers: If pulse ox >95%, speaking in full sentences, no increased work of breathing- stable & patient to self-isolate.
 - b. Decreased sense of smell and taste is an early sign of COVID-19 (preliminary finding)
 - c. Coinfection with Influenza or another virus thought to be 6% BUT now may be up to 25%
 - d. Treatment options chloroquine/hydroxychloroquine very preliminary good in vitro results not supported by in vivo.

Standing Items:

1. Coronavirus Plan/Process Document located at P:\Staff\COVID-19 Plan and Process
2. 24 Hour Hotline Number for clinical staff is 877-435-8411
 - a. Please utilize the hotline number before contacting your local Health Department. Our local Health Departments are becoming overwhelmed with calls. This hotline number may allow for a quicker response.
3. Cases Reported in U.S.
 - a. As of today, there has been a total of 44,183 COVID-19 cases in the United States and 544 total deaths. Please see map below of states reporting COVID-19 cases.
4. In Missouri:
 - a. 183 positive COVID-19 cases

b. 3 death

5. Katy Trail has test 3 patients for COVID-19

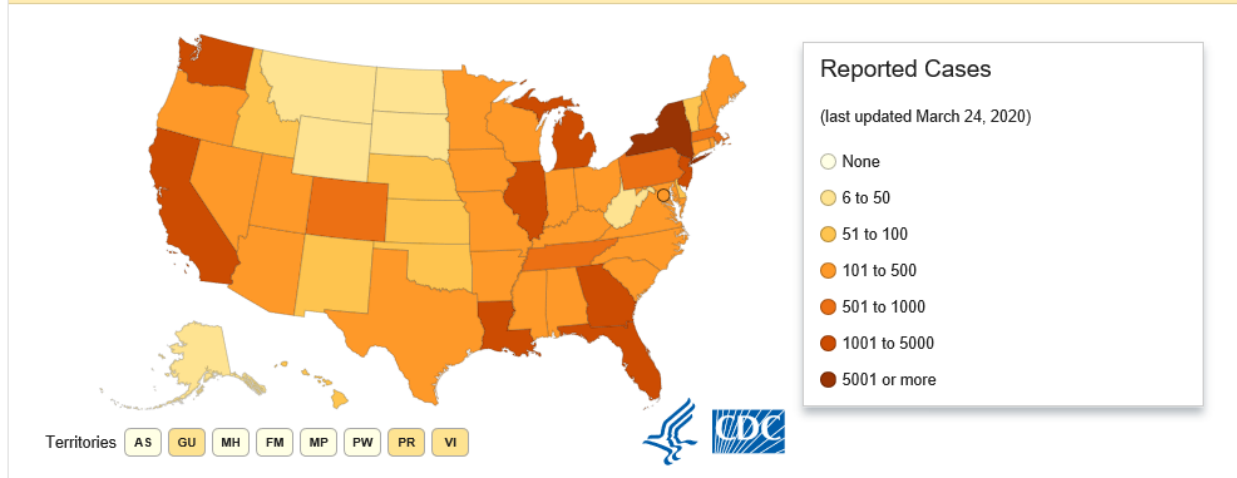
a. Sedalia tested 5 patients

b. Warsaw tested: 2 patients

c. Versailles tested: 6 patients

d. Marshall tested: 0

States Reporting Cases of COVID-19 to CDC*



Thank you,

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