From:	Taft, Chelsey
Sent:	Wednesday, April 1, 2020 4:56 PM
To:	Employees
Subject:	Updated - Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE

From: Taft, Chelsey
Sent: Wednesday, April 1, 2020 4:54 PM
To: Employees <Employees@katyhealth.org>
Cc: 'cmccune@goaging.org' <cmccune@goaging.org>
Subject: Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE

Wednesday April 1st, 2020 – Coronavirus Update   Please note anything highlighted in blue is new information

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 petal.
   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.   During this time, emotional support may be needed and our BHC's are here to assist you.
        a.   If assistance is needed please reach out to your manager and they will give you the assigned
             BHC number for that day.
   I.   We are in the process of putting together several policies:
        a.   Criteria for Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19
        b.   Cleaning Checklist to maintain staff safety
   J.   New N95 Mask Guidelines: N95 masks can be reused after 96 hours.
                 i.   Continue using your N95 mask for 5 donning and doffing – Use a new brown paper bag with
                      each use.
                ii.   After the 5 uses – Place in brown paper bag, write date, and your name.
               iii.   After 96 hours the N95 mask may be used again.
   K.   Katy Trail will be reaching out to patients that we test for COVID and quarantine to their home.
        a.   It will be important is assess symptoms, whether they are getting better or worsening.

b. A document is being created and will be shared with you.

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.
F. 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, AWV'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. All clinics will be closing at 5:00 p.m. each day.
I. HELPDESK LINE: If your site manager is not readily available and you are feeling overwhelmed, please contact the Helpdesk at 660-619-8589 from 8a-5p.
   a. Medical Records and Referrals will be assisting with the Helpdesk Line.
J. 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.
K. COVID Test Availability:
   a. Marshall: 9 test
   b. Sedalia: 11 test
   c. Versailles: 5 test
   d. Warsaw: 2 test

L. 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
M. **UPDATE ON ROOMING PROCESS:** Please remember that at this time documentation is being limited. It is important to address Medication Reconciliation, Allergies, Chief Compliant, and PHQ.
   a. This challenging time can be stressful for patient, therefore it is important to implement the PHQ into the rooming process.
N. Visit Type has been updated for medical appointments to reflect (1) Zoom Procedure or (2) Telephone Procedure
O. The provider will be requesting essential lab draws only. Please remember that lab draws need to be completed outside of the building.
P. Saturday Clinic: Katy Trail will be seeing patients virtually from 9:00 a.m. to 1:00 p.m.
Q. Received 40 COVID swabs from Quest Diagnostic's today.
   a. Once Quest Diagnostics have our accounts fully setup, we will be able to start utilizing them. I am expecting by the end of the week.
R. Creating a process for Dr. Kashani to start seeing Well-Child Appointments in the Dental RV.

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
D. In this Public Health crisis, the goal is to be able to take care of patients in order to keep them from overwhelming the Emergency Department. We can do our part by taking care of patients with medical issues that we can handle here at Katy Trail, and this will decrease the burden of the Emergency Department staff.

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?
F. State Medicaid agency has changed how we are getting reimbursed to number of patients being taken care of with intent to provide cash flow due to lower volumes
G. Continue case management
H. Payroll Protection Act – has applied for this loan which may turn into a grant; definite rules have not been finalized

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 be 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. Health Department Criteria for testing healthcare personnel
    a. Use State Test if healthcare personnel has symptoms and has been exposed to someone with a positive COVID-19 test.
    b. Contact your local HD for State Testing
13. LabCorp has a 8-9 day turnaround for COVID-19 results. Will be utilizing Quest Diagnostics once accounts are setup.
14. Implementing new template, adding 4 new patients slots per day for all providers.
15. Well Child Visits will be via zoom with immunizations given by nurses.
16. Building pediatric sick template.
17. Increasing the number of providers working from home.
18. All swabs will be completed nasopharyngeal.

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 186,101 COVID-19 cases in the United States. Please see map below of states reporting COVID-19 cases.
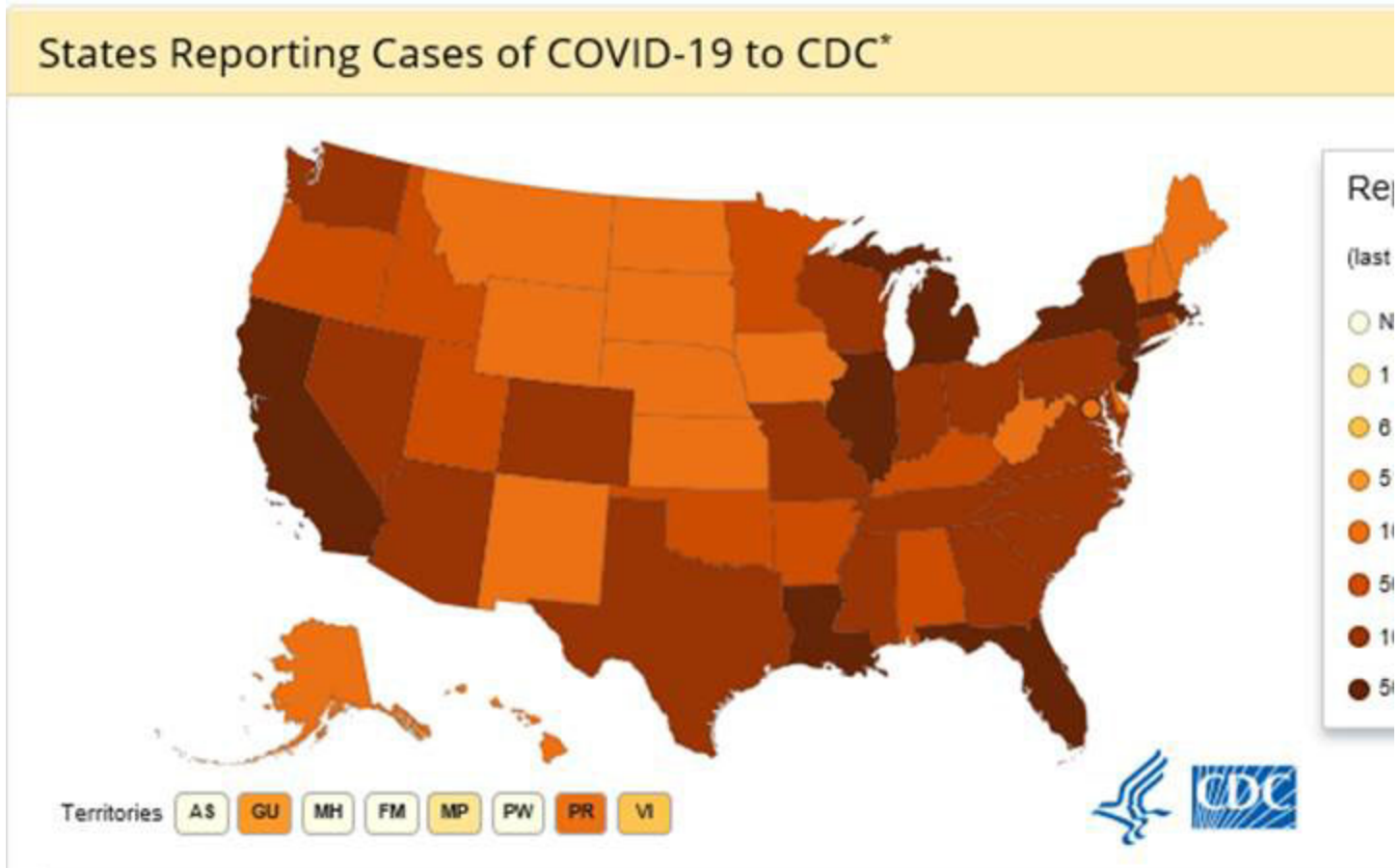
4. **In Missouri:**
   a. 1581 positive COVID-19 cases

5. **Katy Trail has test 29 patients for COVID-19 – Katy Trail has had 1 positive COVID Test**
   a. Sedalia tested 10 patients
   b. Warsaw tested: 9 patients
   c. Versailles tested: 10 patients

States Reporting Cases of COVID-19 to CDC*

Thank you,
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