Primary Care in a Post-Covid World

CHCANYS Office Hours

May 19, 2020

Please Chat in Your Health Center Name and Attendees
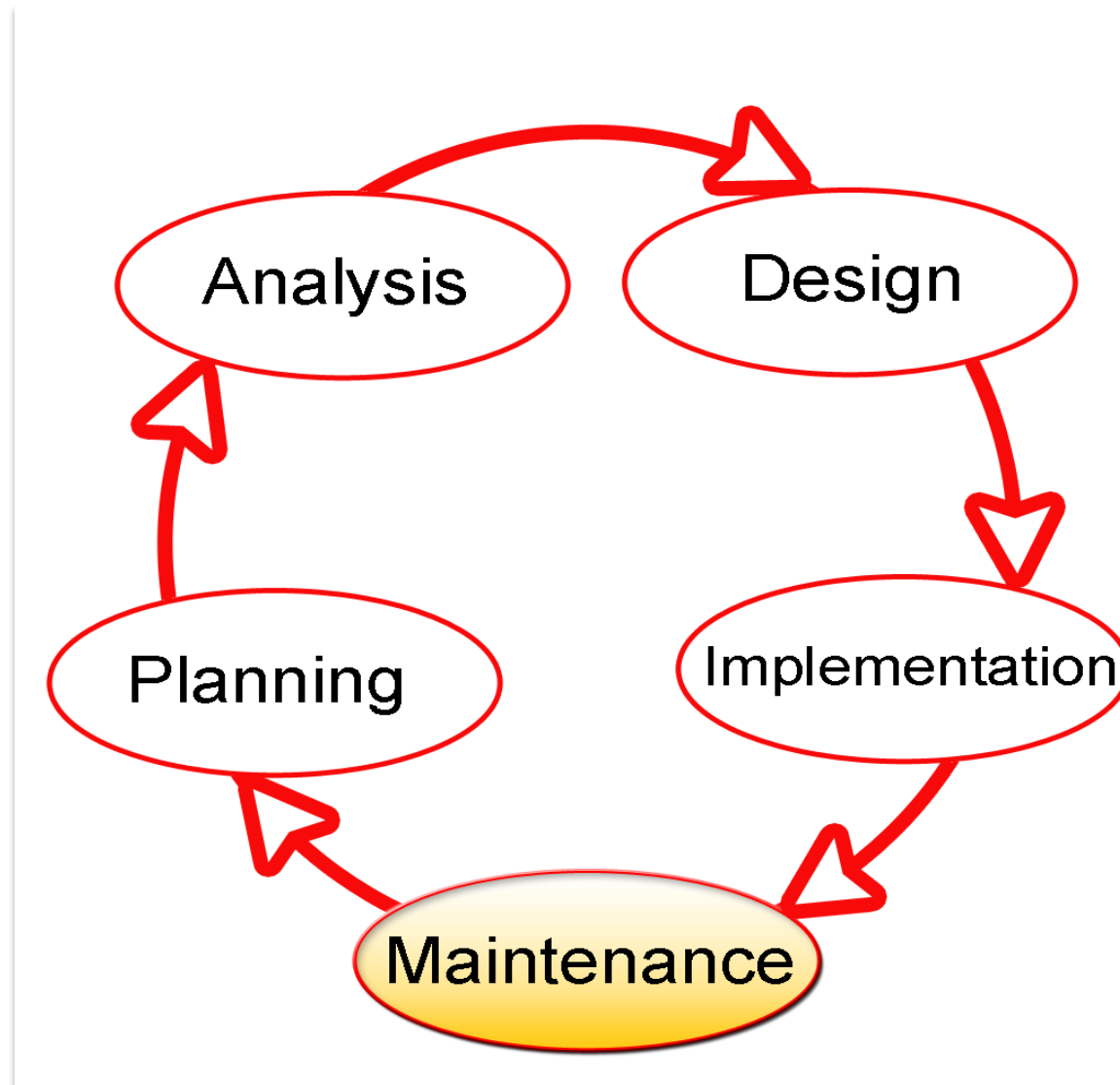
Thank you!

- Operationalizing the MA/Provider dyad for telehealth visits;
- Sustaining efforts around pre-visit planning to identify and address patient care gaps;
- Engaging high-risk patients in their care
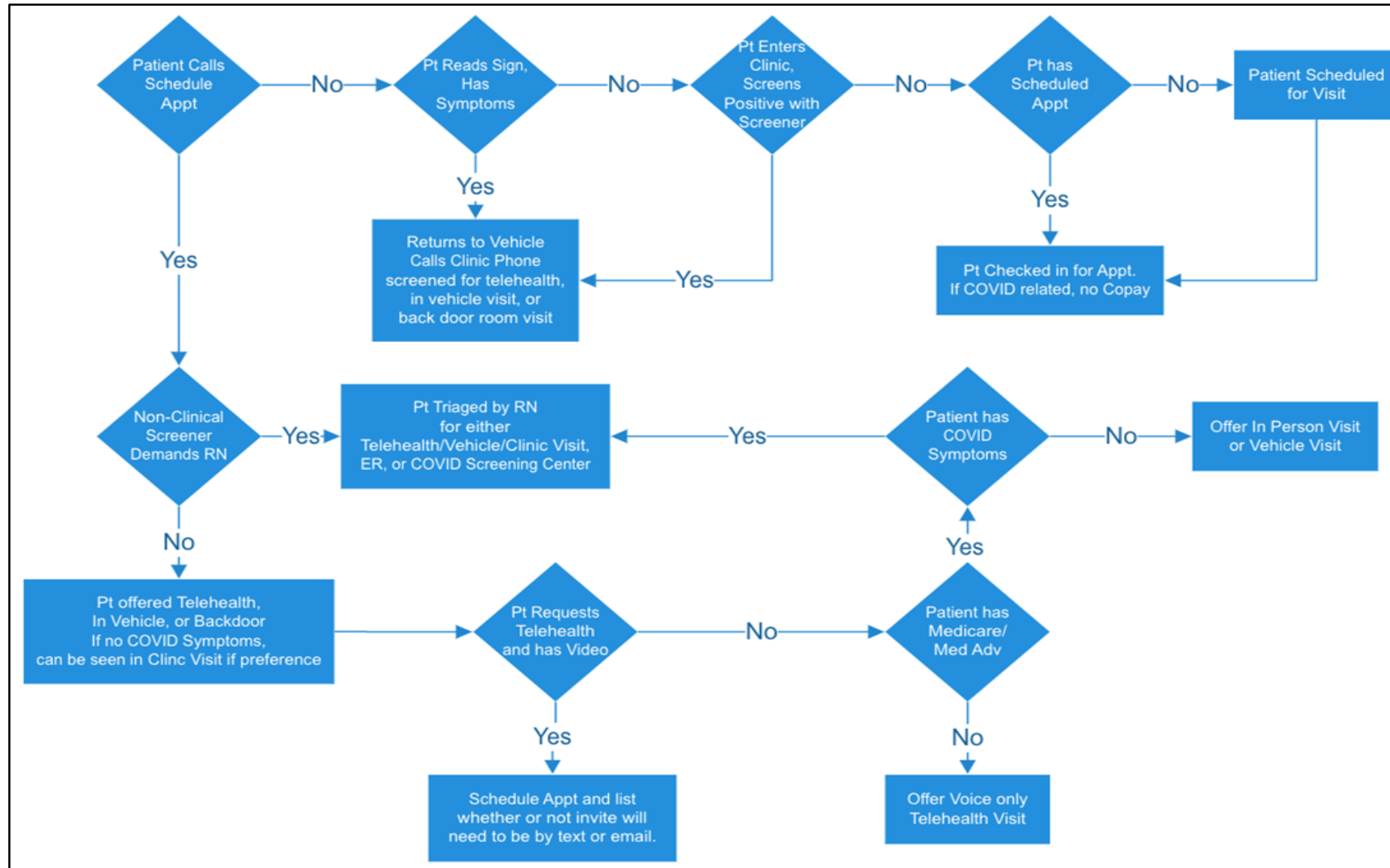- Tackling no-show rates
- Other?

From Your Comments

- Care Coordination
- HIT (technology)
- TBC (team-based care)
- Leadership
- Population Health Management
- QI

- Resources – staffing, PPE
- WFH (work from home)
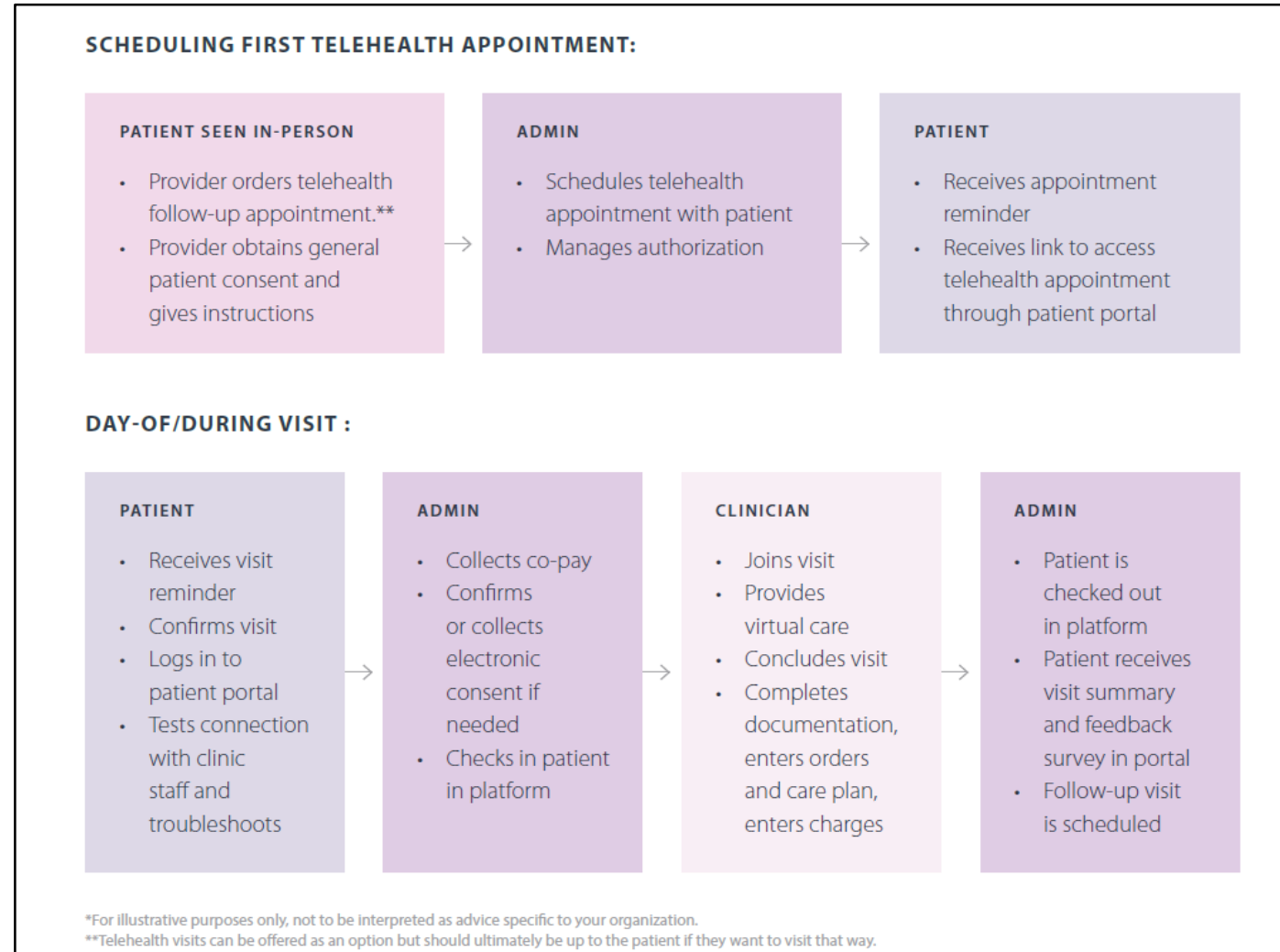- Morale
- Managing Change
- Fear
- Communication

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System Design

https://en.wikipedia.org/wiki/Systems_development_life_cycle

Workflow Example – Scheduling A Patient

Used with permission: Heritage Health Center 2020

Workflow Example – Telehealth Visit

SCHEDULING FIRST TELEHEALTH APPOINTMENT:

PATIENT SEEN IN-PERSON
- Provider orders telehealth follow-up appointment.**
- Provider obtains general patient consent and gives instructions

ADMIN
- Schedules telehealth appointment with patient
- Manages authorization

PATIENT
- Receives appointment reminder
- Receives link to access telehealth appointment through patient portal

DAY-OF/DURING VISIT :

PATIENT
- Receives visit reminder
- Confirms visit
- Logs in to patient portal
- Tests connection with clinic staff and troubleshoots

ADMIN
- Collects co-pay
- Confirms or collects electronic consent if needed
- Checks in patient in platform

CLINICIAN
- Joins visit
- Provides virtual care
- Concludes visit
- Completes documentation, enters orders and care plan, enters charges

ADMIN
- Patient is checked out in platform
- Patient receives visit summary and feedback survey in portal
- Follow-up visit is scheduled

*For illustrative purposes only, not to be interpreted as advice specific to your organization.
**Telehealth visits can be offered as an option but should ultimately be up to the patient if they want to visit that way.

https://www.ama-assn.org/system/files/2020-04/ama-telehealth-playbook.pdf

Best Practices

Key Activities

 Hand-off

- Ensure the right information is transferred from the MA to the provider prior to the start of the visit.
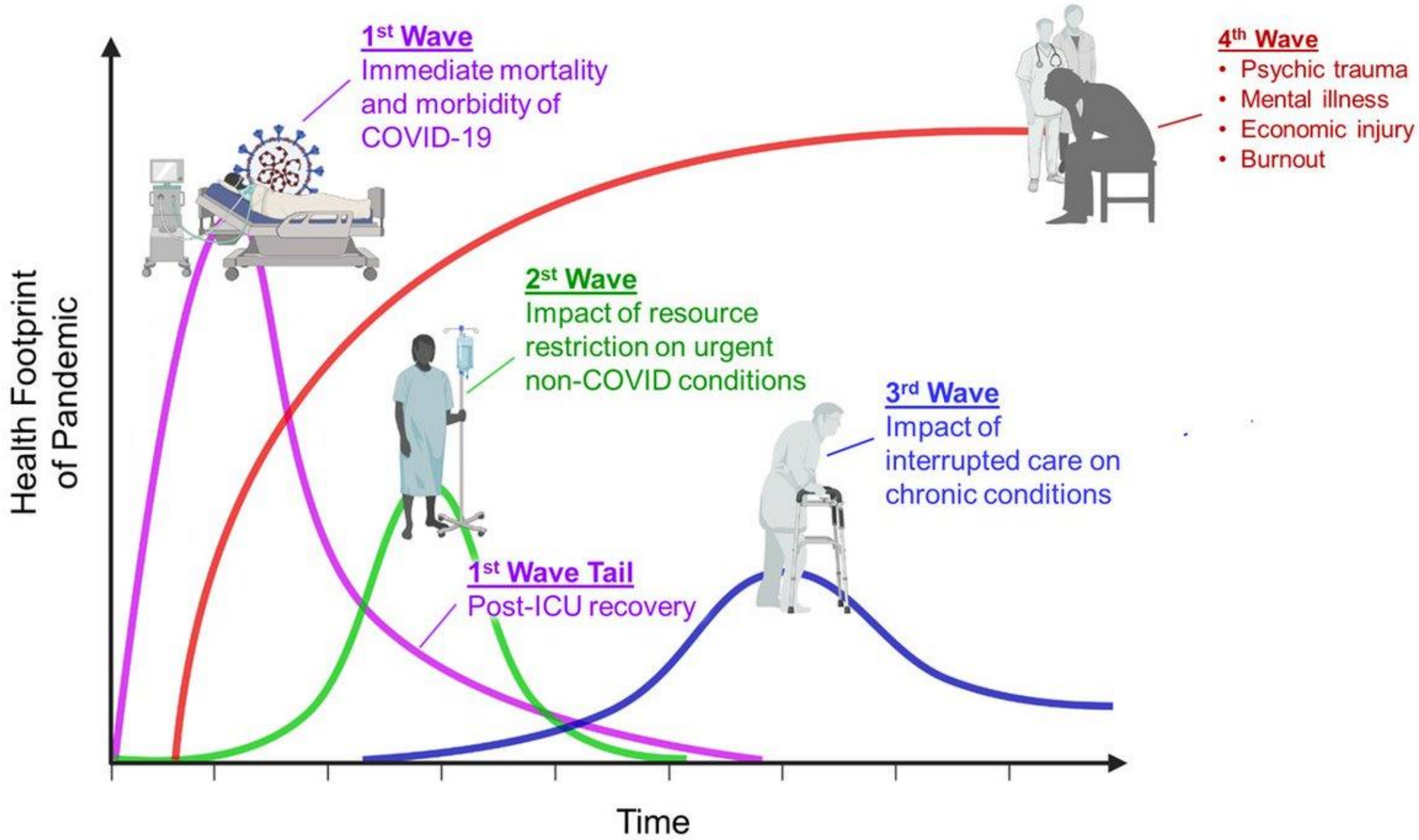
 Documentation Support & Use of Remote Scribes

- Leverage staff to offload documentation burden from providers.

 Patient Education & Follow-up

- Delegate post-visit orders & patient education follow-ups.

1st Wave
Immediate mortality and morbidity of COVID-19

4th Wave
• Psychic trauma
• Mental illness
• Economic injury
• Burnout

2st Wave
Impact of resource restriction on urgent non-COVID conditions

3rd Wave
Impact of interrupted care on chronic conditions

1st Wave Tail
Post-ICU recovery

Health Footprint of Pandemic

Time

https://hcldr.wordpress.com/2020/04/07/the-pandemics-4th-wave/

Additional Resources

Medicare Telehealth Services Resources

- [Medicare Telehealth Services Booklet](#) – note that CMS has not updated the table with services and codes to include the list for 2020 (3 new codes related to opioid use disorder)

- [COVID-19 FAQs on FFS Billing](#) – includes 14 FAQs specific to FQHCs

- [CMS' Medicare Telehealth Frequently Asked Questions (FAQs)](#) (as of March 17, 2020)

- [Medicare Coverage and Payment of Virtual Services](#) – This is an excellent 24-minute video, describing the CMS virtual services. It is clear, simple and well-articulated (published by CMS on May 8, 2020).

- [Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19](#). A summary of newly added codes can be found here. (Updated Apr 29, 2020).

- [Click here to download a spreadsheet](#) with all telehealth codes – updated Apr 30, 2020

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Telehealth Resources

[New and Expanded Flexibilities for Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs) During the COVID-19 Public Health Emergency (PHE)](#)

- Revised on Apr 30, 2020 to provide:
  - Additional claims submission and processing instructions
  - Additional information on telehealth flexibilities
  - Information on cost-sharing related to COVID-19 testing
  - CMS calls out the new info by using red font

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AMA Telehealth Resource Guide

- AMA Playbook for Implementation of Telehealth
- https://www.ama-assn.org/system/files/2020-04/ama-telehealth-playbook.pdf

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Comagine Health Resource Website

- Comagine Health Telemedicine & Virtual Services Resources website https://comagine.org/covid19/telemedicine

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