

## PCA COVID-19 Call

### Weekly Clinical leaders call on COVID-19

#### Considerations

- Testing
- Weekly updates to staff
- Educate staff on testing as available
- Capacity to perform the test ( workflow, space)
- Encourage good hygiene
- Prepare the patients and continue to use social media and signage for messaging
- Cross-training and reallocating staff to help with COVID-19 response
- Connect with patients

#### Open Discussion

- Finding N95 masks in Sherwin Williams stores
- Getting work from home requests and trying to balance keeping staff as some staff are out with potential positive screening
- Clinical leadership call
- Sick hours vs well visit
  - o VP- 2clinics 4 sick visits, some well only and some well&sick visit at different times.
- Marram: Having problems with getting PPE
- Telemedicine with audio only is acceptable,
  - o Modifier 95, have a valid procedure codes, ENL codes, (Drew to find out about times)
  - o FSSA released a doc on how everything should be billed.
  - o Lou Bell: governor is working on another executive order
    - Focus has been on hospitals but the next level of discussion will be about primary care
    - State working on 1135 waiver request waiving telemedicine waivers
- Prioritizing or managing PPE for visits
  - o Meridian: Taken inventory and allocating for volume of visit per location and moving inventory to the busier locations
  - o Using masks longer than usual
  - o Adult and Child– Using N95 masks for staff
  - o Some CHCs are separating sick and well, keeping PPE on unless completely soiled if doing sick visits for a period of time
- WIC recertification
  - o Angie Zaegel No formula in the store and WIC won't allow outside formula
  - o Mothers watering down formula
  - o State should consider giving people in food assistance program preferable hours.
  - o People with transportation issues are not able to go to the store
  - o Pts living pay check to pay check are not able to stock up on food.
- VP- Volume down 43% and depending on how long Coronavirus issues last, is affecting business.
- JP- Finance committee meeting as things are weighing down on business operations
- Neighborhood- Doing telehealth

- Possible Solutions: Business loss insurance- apply or claim but not sure if they will pay but worth giving a try. It's the same with workers comp
- Marram- a lot of pts have minute limits of their phone which can be a barrier to telehealth
  - o Need to be working with MCE
  - o Federal food bank rules to make food accessible by people who need food
  - o Buying food for pts
  - o Need a good expert analysis of that bill and good recommendation on implementation
  - o Business loss insurance- filed a claim but as told it wasn't approved
- IPHCA did not specify funding amount in letter to the governor, but will consider
  - o HRSA canceled or postponed OSV till May
  - o Meridian has OSV in April but not canceled