STAGING A STELLAR COMEBACK
A WEBINAR SERIES WITH OACHC

1. CLINIC SAFETY & RAMPING UP STAFF SCREENINGS
   - Screening Tools for Staff & Patients
   - Decision Tree for Who Can Still Work Remotely
   - PPE Assessment & Optimization
   - Cleaning Procedures
   October 15 -1pmET

2. COMMUNICATING WITH PATIENTS, STAFF & COMMUNITY PARTNERS
   - Reassurance Letters to Patients & Staff
   - Scripts for Communicating with Patients
   - Reaching the Newly Vulnerable/Uninsured in the Community
   - Communication with Community Partners/Board/DOH/Hospital
   October 22 -1pmET

3. THE NEW NORMAL FOR FRONT OFFICE PROCEDURES
   - Paperwork Reduction Deep Dive
   - New Patient Intake over the Phone
   - Pre-Registration Improvements
   - Expand Options to Receive Patient Payments
   October 29 -1pmET

4. VISIT CAPACITY IMPROVEMENT
   - Phone Volume
   - Filling Your Schedule in a Post-COVID World
   - Reapproaching Quality
   - A Phased Approach to Scheduling In-Person Visits
   - Care Coordinating COVID Patients
   - Rescheduling Patients Pre-COVID
   November 5 -1pmET

5. PATIENT CARE TEAM MODEL & EMERGING ROLES
   - The Indispensable Role of the MA
   - New Workflows and Who Performs Them
   - Helpful Tactics and Tasks if you're NOT busy seeing patients
   November 6 -1pmET

6. VISIT PREPARATION & INBOX MANAGEMENT
   - Reimagine the Goals of Health Center Staff to take care of Inbox Items & Patient Needs Outside of Visits
   - Sample Policies
   November 12 -3:30pmET

7. STRENGTHENING YOUR TELEHEALTH SERVICES
   - Create a Process to Determine Good Candidates for Telehealth vs. In-Person Visits
   - Quality, Patient Experience & ROI Evaluation on Telehealth
   - Drive-Thru Clinic Extension? Decision-Tree
   November 19 -12pmET

8. PREPARING FOR ADDITIONAL WAVES
   - Conducting a Self-Evaluation on the Initial Response
   - Firming Linkages to State Emergency Management Partners
   - Education and Preparedness for Workflows Regarding Testing & Vaccinations
   December 11 -2pmET