



# CATALYST COVID-19 STRATEGY

*\*This is an evolving health alert and protocols will be continually updated\**

*Updated: 03/27/2020*

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# HEALTHCARE WORKERS FEELING THE PRESSURE

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Increased numbers of **healthcare workers** are experiencing **depression, anxiety and insomnia** as a result of caring for patients during the COVID-pandemic. The numbers are **as high as 50%** in some of the hardest hit areas.

Given the circumstances, it's actually quite normal. So, what are the **recommendations for coping?**

- **Practice acceptance** and know that whatever negative emotions you're are feeling **will dissipate** with time
- **Be kind and compassionate to yourself.** Don't be hard on yourself or set unrealistic expectations. These are tiring and stressful times, you are human
- **Take scheduled, short breaks** during each day. During these breaks, do **self-check-ins** regarding your physical and emotional state. **Label what you are experiencing** ("I am stressed, my stomach is in knots"). Research shows this reduces the intensity of your emotions
- **Spend 20-30 minutes outside each day.** Just 10 minutes has been shown to reduce cortisol levels
- **Practice gratitude.** This simple act has been shown to have positive effects on emotional well-being. Commit to writing down 3 things a day for which you are grateful.
- Take **deep breaths** and **meditate**. Take advantage of meditation apps:

[Balance](#)

[Calm](#)

[Headspace](#)

# NETWORK SHOUTOUTS

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**Working together and staying strong during the COVID-19 Pandemic .... It's what we do!!!**

Let's hear it for our testing site heroes! The dedication and commitment of the individuals manning the CHN Centralized testing sites is nothing short of inspiring.

**MaxHealth:** Matt Gray, Grisel Adams, Lora Frost, Claudia Koch, Ashley Sheehan & Knikiea Harris (of CPL)

**Questcare McKinney:** Sunshine Maxwell, RN, Laura Latham, RN, Melissa Lieber

**Questcare Coppell:** Sheila Moffett, LVN, Christina Green, LVN, Gina Ford

**Questcare Burleson:** Stephanie Bedunah, LVN, Dirk Frantz

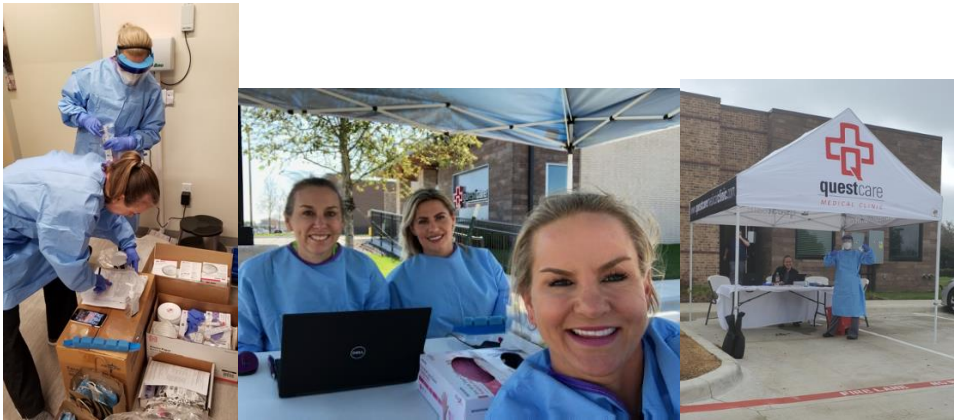
**Village Health Partners:** Jessica Beaty, Pamela Alvarez, Windy Knapp, Meagan Goggans, Shawn Hendricks, La'Keshia Keller, Adriana Sanchez, Cheneque Bibles-Daniels

## MAXHEALTH TESTING SITE





## QUESTCARE TESTING SITES



## VILLAGE HEALTH PARTNERS TESTING SITE





## CLINICAL CONSIDERATIONS

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### MANAGING STRESS AT HOME

Despite the constant stream of memes and TikTok parodies about social isolation and shelter in place orders, being stuck at home **isn't always a laughing matter**.

Included are **tips and resources** to minimize the impact of stress and anxiety during isolation.

- Encourage patients to **avoid** getting stuck in the **24-hour news cycle**. Recommend they **find other things** to do or watch.
- When children see the news, warn parents to **follow up and discuss** it with their children. It can be scary for them if left unexplained.
- Recommend some **daily exercise**. Share the [Catalyst Health & Wellness Videos](#).
- Encourage patients to stick to a **healthy diet** and **avoid alcohol**.
- Take **deep breaths or meditate** (Meditation Apps: [Calm](#), [Balance](#), [Headspace](#))
- Recommend patients **maintain a schedule** and get good sleep.
- **Stay connected** socially via FaceTime and social media.
- Recommend parents find ways to **have active fun** with their kids. This is a great time to **make memories**. (e.g. Create a video journal about your days of shelter in place)
- The **AAP offers the following tips**, which may be used by media outlets with attribution: [view the AAP's tips here](#).

### Virtual care has been available in the mental health space for years.

As reported in previous Care Alerts, you should **expect an increase** in the number of patients who will struggle with mental health issues. **Access may be a more challenging than normal**. Here are some suggestions to assure you have the access to the resources you need for your patients:

1. Check to see which of your mental health colleagues are offering virtual visits



2. Utilize tech solutions that allow you to **monitor your patients remotely** (e.g. Vault, [vaultintohealth.com](http://vaultintohealth.com), utilized by Care Team for screening, testing and monitoring)
3. You can **access local virtual mental health services** provided by community-based counselors and psychiatrists via **[specialist@providerconnect.care](mailto:specialist@providerconnect.care)**. **Provider Connect** matches the patient's need with the mental health provider.
4. Additional assistance and monitoring for patients, including mental health resources, can be accessed via the **Catalyst Care Team**. *Your care team is working hard to make sure you have access to all the care team resources!*

## **ABUSE AND COVID-19**

“Stay-at-Home” orders are creating increasingly dangerous situation for many individuals. Some families are dealing with layoffs, financial hardships and uncertainty about the future. Not surprisingly, there have been reports of **increases in abuse**. This abuse comes in different forms, for both children and adults: physical abuse, sexual abuse, verbal abuse, and neglect.

**Increased isolation creates for a more toxic and abusive environment** for a lot of people, as the feelings of being “trapped at home,” become all too real for some. Below is a reminder of **common signs of abuse** to consider when talking with your patients.

### **Signs of abuse in adults:**

#### **Physical abuse**

- Bruises, black eyes, welts, rope marks, broken bones, open wounds, cuts, punctures, untreated injuries in various stages of healing
- Broken eyeglasses/frames, or any physical signs of being punished or restrained
- Vulnerable adult's sudden change in behavior
- Caregiver's refusal to allow visitors to see a vulnerable adult alone

#### **Sexual abuse**

- Bruises around the breasts or genital area
- Unexplained venereal disease or genital infections
- Unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing

#### **Mental/emotional abuse**

- Emotionally upset or agitated
- Being extremely withdrawn
- Unusual behavior usually attributed to dementia (e.g., sucking, biting, rocking)

### **Signs of abuse in children:**

#### **Physical abuse**

- Unexplained injuries (bruises, fractures or burns) or injuries not matching explanation

### **Sexual abuse**

- Sexual behavior/knowledge inappropriate for child's age
- Pregnancy or a sexually transmitted infection
- Blood in the child's underwear
- Inappropriate sexual contact with other children

### **Emotional abuse**

- Delayed or inappropriate emotional development
- Loss of self-confidence or self-esteem
- Social withdrawal
- Depression
- Affection seeking behavior
- Loss of previously acquired developmental skills

### **Neglect**

- Poor growth or weight gain or being overweight
- Poor hygiene
- Taking food or money without permission
- Hiding food for later
- Lack of appropriate attention/follow-up for health problems
- Lack of medication compliance for specific behavioral or physical diagnosis

**TIP:** *These symptoms may be harder to assess virtually. Look for patterns in patient records or a sense of fear when talking in front of parents.*

*For a resource on coping with anger at home, follow this [link](#).*

## **TEXAS BOARD OF PHARMACY ORDER**

Friday, March 20<sup>th</sup>, 2020 the **Texas Board of Pharmacy** issued emergency rules about dispensing highly publicized COVID-19 related drugs. **Order** 291.30 states:

**No prescription or medication order for chloroquine, hydroxychloroquine, mefloquine, or azithromycin** may be dispensed or distributed unless all of the following apply:

- The prescription or medication order bears a written diagnosis from the prescriber consistent with the evidence for its use;
- The prescription or medication order is limited to no more than a fourteen (14) day supply, **unless** the patient was previously established on the medication prior to the effective date of this rule; and



- No refills may be permitted unless a new prescription or medication order is furnished.

*Oklahoma has adopted a similar order*

## PHARMACY BACK-ORDERED MEDICATIONS

- Hydroxychloroquine and Chloroquine are **on back order** at many pharmacies
  - Many pharmacies, including Catalyst, **did buffer supplies** for their chronic disease patients that use these medications for other disease states.
  - Mid-April is expected replenishment of supply for pharmacies with back order
- **Azithromycin is readily available**

## OVER-THE-COUNTER MEDICATIONS

- NSAIDs
- **Reminder:** *The FDA and WHO do not recommend against the use of Ibuprofen in COVID-19 patients*

## ASTHMA AND COVID-19

**CDC reports** patients with moderate-severe asthma **could be at greater risk for more severe disease**

- Data has suggested that steroids might increase the **shedding of COVID-19** in hospitalized patients being treated with **systemic steroids** just for the viral illness
- The use of steroids in other diseases (like asthma) was **not studied**

**According to AAAAI**, there is currently **no evidence of increased infection** rates in those **with asthma**. Their recommendations:

- Continue treatments as prescribed (including inhaled corticosteroids)
- Best thing a person with asthma can do is to keep it under control and prevent an exacerbation

For more information about Asthma and COVID-19, follow [this link](#).

## CORTICOSTEROIDS

**WHO and CDC recommend that corticosteroids not be routinely used** in patients with COVID-19 for treatment of viral pneumonia or ARDS unless indicated for another reason (e.g. asthma or COPD exacerbation, septic shock)

The use of **corticosteroids in MERS-CoV** produced the potential for prolonging viral replication

## RAAS MEDICATIONS

ACE-inhibitors and ARBs were mentioned previously in a Care Alert as having no current experimental or clinical data demonstrating beneficial or adverse outcomes in COVID-19 or among COVID-19 patients with a history of cardiovascular disease treated with such agents

- **Hypothetical Harm:** Upregulation of ACE2 may potentially facilitate COVID-19 infections
- **Hypothetical Benefit:** ACE-inhibitors or ARBs may have a protective effect against lung damage or may have paradoxical effect in terms of virus binding
- To that point, the **AHA, ACC and HFSA** have recommended the continuation of RAAS agents for those patients currently prescribed such agents
- **Individualized treatment decisions** should be made if a patient is diagnosed with COVID-19
- **Not recommended to add or remove** any RAAS-related treatment beyond standard clinical practice

Misinformation can lead to **non-adherence** in these patients and lead to worse outcomes

## TAMIFLU

### No data to support use

- Has not demonstrated inhibition of cytopathic effect against COVID-19 in in vitro cell culture
- Retrospective case series of 99 patients in Wuhan, China

## TRAVELER 14 DAY QUARANTINE

Thursday, March 25<sup>th</sup>, Governor Greg Abbott issued [an executive order](#) that requires air travelers from New Orleans, New York, New Jersey and Connecticut to isolate themselves at hotels or designated residences for 14 days upon arrival in Texas. Those

**travelers are required to avoid public spaces and should only have direct contact with physicians or other health care providers.**

## **MENTAL HEALTH RESOURCES**

Isolation can be stressful, but it doesn't have to be. COVID-19 has caused an **increase in stress levels** across the country, but there are virtual resources that can help. For a handout on managing stress and **Mental Health During Isolation**, follow this [link](#).

**Headspace:** <https://www.headspace.com/headspace-meditation-app> “Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.”

**Calm:** [www.calm.com](http://www.calm.com) Find Your Calm. Sleep more. Stress less. Live better.

**Mindvalley: Quests & Mentoring:** <https://www.mindvalley.com/> Your daily coach for mindfulness, goals, gratitude, motivation, and productivity

**AbleTo:** <https://www.ableto.com/> Personalized behavioral health programs that deliver one-on-one, private, and confidential consultations with a professional therapist and coach via phone or video chat.

**Talkspace:** <https://lp.talkspace.com/> Makes therapy available and affordable for all. Our mission is to provide more people with convenient access to licensed therapists who can help those in need live a happier and healthier life.”

### **Stuck inside with the kids during the COVID-19 Pandemic? Ideas for creative play...**

- Set up an obstacle course
- Make a fort with sheets and furniture
- A big cardboard box can lead to BIG fun and creativity
- [Free online daily kids' illustration classes](#)
- Check your local library to see if any online activities are being offered
- [Minute to Win it style games](#)
- Listen to podcasts and audiobooks to keep kids engaged while you work
- Free online coding games for kids ([Khan Academy](#), [Code Combat](#), etc.)

The **American Academy of Pediatricians** has made suggestions for self-care and coping mechanisms for stress management during the COVID-19 pandemic. Follow this [Link](#) for tips on **Coping with Stress for Kids**.

## COMMUNITY RESOURCES

Our purpose is **helping communities thrive**—it will take help from our entire community to get through the COVID-19 Pandemic. Find some community resources serving [North Texas](#), [East Texas](#), and the [Texas Hill Country](#).

## PAYER UPDATE

We are communicating with the payers daily to get the most up-to-date information surrounding Telehealth and COVID-19 related impacts. Reference this [Payer Grid](#) for updates. This grid, along with many other resources can be also be found on the [Catalyst Health Network Resource Website](#).

**NEW! Telehealth Billing Update:** Cigna requires POS 11 and NO modifier

From Cigna: “We are now allowing providers to bill a standard face-to-face visit for all virtual care services, including those not related to COVID-19. The reimbursement is consistent with typical face-to-face visit rates.”

**Tip from our Telehealth Support team:** Cigna is the **only** commercial payer (of Aetna, BCBS, Cigna, and UHC) to require POS 11 and not require a modifier. You may consider setting up a **“rule” or template in your EHR/PM to avoid denials** due to using wrong modifiers or the wrong POS.

## BUSINESS CONTINUITY PLANNING

The recording and [slide deck](#) from today’s Business Continuity Planning Webinar 8 can be found on the [Catalyst Health Network Resource Page](#). **Let our Finance Team be the calm in a storm of uncertainty.** Financial planning and advisory services will help you deal with unexpected events, shifting demands and services, providing you peace of mind during this volatile economy.

**NEXT STEPS: Schedule a FREE consultation with us today!**

At **no additional cost for Catalyst Members**, schedule a **30-minute consultation** with one of our Financial Professionals. For more information, contact your Performance Advocate or

[info@catalysthealthnetwork.com](mailto:info@catalysthealthnetwork.com) today!

Existing StratiFi Health Clients will be able to work through their SFH Advisor.

### SMS Campaign - FREE Resource

**Reminder:** Catalyst can help equip your clinic with mass-messaging text campaigns! These campaigns can help **increase awareness** with your patients to ensure they know that your office is still open and ready to serve their needs **both in person and through telehealth**. **Drive your patients back to YOU**. For more information contact your Performance Advocate or [info@catalysthealthnetwork.com](mailto:info@catalysthealthnetwork.com) today.

## CATALYST CENTRALIZED TESTING SITE UPDATE

Our COVID-19 centralized testing sites in North Texas are running smoothly and continuing to serve our community. We've even added locations over the past week to expand our reach.

Cumulative CHN COVID-19 Testing Report		
Testing Sites	Tests Performed	Positive Test Results
Village Health Partners*	225	15
MaxHealth	387	28
Questcare*	232	12

*\*Multiple locations*

As we **learn quickly** and improve our process for these testing sites, we've added **Frequently Asked Questions** to our patient resource, [Guidance for Testing Next Steps](#), for your patients referred for testing. This handout is **included in the email containing their appointment location and time**, supports a smooth process and is also available on our [Catalyst Resource Page](#).

**REMINDER:** PUI forms are still required for all COVID-19 testing referrals.

## NEED TO KNOW

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## CATALYST HEALTH NETWORK IN THE NEWS

The hard work and dedication of the Catalyst Health Network is not going unnoticed! Read about all the ways **Catalyst PCPs are showing up to help our communities thrive** in the [Catalyst Health Network News Room](#).

**NEW PODCAST!** Listen [here](#) for **Texas Academy of Family Physicians' (TAFP)** second podcast in their "Texas Family Doc Talk" series, featuring our very own, Jeff Bullard, MD (Chief Medical Officer of Catalyst Health Network), Trevor Clifton (Senior Financial Analyst), and Stephenie Trollett (Director of Revenue Cycle Management) discussing the telehealth movement and the challenges that have come with it.

## **CATALYST WELLNESS SERIES**

**NEW VIDEO!** Tune in for the health and wellness series led by Sean Terwilliger by following [Catalyst Health & Wellness Videos](#). These videos can be shared with your staff or patients. Please share other ideas about ways we can help our communities thrive during the COVID-19 Pandemic.

## **ZOOM CORNER**

The next scheduled Zoom Webinar is on **Tuesday, March 31, 12pm-1pm**

Webinars have space for up to 300 participants. To increase access, please consider viewing in groups. Connection details are below, and topics will include:

- ***Palliative Care & Advanced Directive Planning During COVID-19***
- ***Guest Speaker: Dr. J. Armando Diaz***

### **Zoom Meeting**

<https://stratifi.zoom.us/j/573208462>

**Meeting ID: 573 208 462**

### **One tap mobile**

**+16699006833,,573208462# US (San Jose)**

**+16468769923,,573208462# US (New York)**

### **Dial by your location**

**+1 669 900 6833 US (San Jose)**



**+1 646 876 9923 US (New York)**

Here are some resources to help you navigate Zoom Meetings:

**How to Join a Zoom Meeting:** [Joining a Meeting](#)

(Follow the [blue link](#) to access easy Step-by-step instruction guides & video on how to Join a Zoom Meeting from every scenario)

**Zoom Help Center:** <https://support.zoom.us/hc/en-us>

(Contains how-to guides and information on all things Zoom)

**(Almost) Pro-Tip:** “[Join a Test Meeting](#)” to ensure your computer or smartphone can support Joining a Zoom Meeting—if you can master joining a meeting, you’ve got this!