



# Catalyst

## Care Alert

## CATALYST COVID-19 STRATEGY

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

*Updated: 03/18/2020*

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# PERSONAL DISTANCING - VIRTUAL WORLD

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As expected, the increase in testing has been followed by a spike in reported cases. Results from tested patients of network clinics are now coming back positive for COVID-19. This confirmation of community spread will dramatically shape the way we care for patients.

- If you haven't already, the time to move to virtual visits is here
- Consider postponing all non-essential visits until early April
- Consider requiring conversion of all visits not requiring actual hands-on work (pelvic exam, lac repair, etc.) to a virtual visit.
- Consider running with a skeleton crew at clinics. Utilize other staff for supporting and performance virtual visits from home
- Resist the urge to covert appointments to phone call when a virtual visit (video and audio) is available. Not all payers will currently reimburse a phone consultation
- Be prepared to make a quick switch in virtual tools in case you have connectivity issues (e.g. switch from EMR embedded solution to FaceTime)
- Encourage patients who are following recommendations for personal distancing to engage socially in other ways like FaceTime, Facebook Messenger, Skype and Google Hangouts\*\*\*
- Many patients are now working from home, have lost access to gyms and have stocked their pantries with prepared food. Encourage them to [stay active and follow healthy habits](#) during this time.

*\*\*\*Under the temporarily relaxed HIPAA regulation announced yesterday you can now utilize tools like FaceTime, Skype, Facebook Messenger or Google Hangouts*

# CDC/HHS UPDATES

## GUIDANCE FOR WORK RESTRICTIONS

**Community spread of COVID-19** means more people with possible exposure are making their way **into our clinics**. Below is the most current recommendation from the CDC regarding **work restrictions for healthcare providers** in the event of exposure.

Epidemiologic Risk Factors	Exposure Category	Recommended Monitoring for COVID-19 (until 14 days after last potential exposure)	Work Restrictions for Asymptomatic HCP
<i>Prolonged close contact with a COVID-19 patient who was wearing a facemask (i.e., source control)</i>			
HCP PPE: None	Medium	Active	Exclude from work for 14 days after last exposure
HCP PPE: Not wearing a facemask or respirator	Medium	Active	Exclude from work for 14 days after last exposure
HCP PPE: Not wearing eye protection	Low	Self with delegated supervision	None
HCP PPE: Not wearing gown or gloves <sup>a</sup>	Low	Self with delegated supervision	None
HCP PPE: Wearing all recommended PPE (except wearing a facemask instead of a respirator)	Low	Self with delegated supervision	None
<i>Prolonged close contact with a COVID-19 patient who was not wearing a facemask (i.e. no source control)</i>			
HCP PPE: None	High	Active	Exclude from work for 14 days after last exposure
HCP PPE: Not wearing a facemask or respirator	High	Active	Exclude from work for 14 days after last exposure
HCP PPE: Not wearing eye protection <sup>b</sup>	Medium	Active	Exclude from work for 14 days after last exposure
HCP PPR: Not wearing gown or gloves <sup>a,b</sup>	Low	Self with delegated supervision	None
HCP PPE: Wearing all recommended PPR (except wearing a facemask instead of a respirator) <sup>b</sup>	Low	Self with delegated supervision	None

HCP=healthcare personnel; PPE=personal protective equipment

<sup>a</sup>The risk category for these rows would be elevated by one level if HCP had extensive body contact with the patients (e.g., rolling the patient).

<sup>b</sup>The risk category for these rows would be elevated by one level if HCP performed or were present for a procedure likely to generate higher concentrations of respiratory secretions or aerosols (e.g., cardiopulmonary resuscitation,

*intubation, extubation, bronchoscopy, nebulizer therapy, sputum induction). For example, HCP who were wearing a gown, gloves, eye protection and a facemask (instead of a respirator) during an aerosol-generating procedure would be considered to have a medium-risk exposure.*

## **PRESIDENTIAL UPDATE FOR ALL AMERICANS: AS OF [3/16/2020]**

The President has outlined guidelines for all Americans to do their part to help slow the spread of the Coronavirus. [Link to the President's Coronavirus Guidelines for America](#)

Key Points:

- If you **feel sick** at all, **STAY HOME**
- **Work** or engage in **schooling** from **home** whenever possible
- If you work in a “**Critical Infrastructure Industry**” you have a special responsibility to maintain your normal work schedule while following CDC guidelines to **protect your health at work**
- **Avoid** social gatherings in groups of more than 10 people
- **Avoid** eating/drinking at public restaurants & bars
- **Avoid** all discretionary travel outside of your home
- **Do not visit nursing homes** or other **long-term care facilities**
- **Practice good hygiene**

# CLINIC IMPACT

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## GOVERNOR ABBOTT WAIVES TELEMEDICINE RESTRICTIONS

As of 3/17/2020: Governor Greg Abbott waived certain regulations and directed that the Texas Department of Insurance (TDI) issue an emergency rule, all relating to telemedicine care for patients with state-regulated insurance plans to help doctors across Texas continue to treat their patients while mitigating the spread of COVID-19. The suspensions and emergency rule will work together to **allow telemedicine visits for patients with state-regulated plans to be paid the same as in-office visits for insurance purposes.**

*More details to come from the Texas Medical Board with guidance for billing to ensure claims are processed smoothly. [Link to Gov. Abbott's update](#)*

## PHONE TRIAGING — SCRIPTING RESOURCE

To support clinic staff triaging incoming calls from increasingly patients with concerns about having COVID-19 requesting testing, this [scripting template](#) aims to de-escalate the patient's anxious state.

- Focus on asking open-ended questions (no leading questions)
- Use calming verbiage
- Help conserve testing resources

## MENTAL HEALTH RESOURCES

Many patients may be struggling to maintain their mental health during personal distancing and self-isolation. This can be especially true for those who are fully isolated due to waiting for the availability of testing, pending test results, diagnosed with COVID-19, high risk patients, or those simply avoiding exposure.

We teamed up with our Licensed Social Workers to bring you resources on maintaining your [Mental Health During Isolation](#).

This information is applicable to both patients and healthcare workers. It is important to take care of ourselves so that we can take care of others!

## SIGN RESOURCES

We have heard your request for more Sign Resources. This STOP DOOR SIGN linked [here](#) can be used as your clinic sees fit.

**(Almost) Pro-tip:** Consider adding your clinic's logo to this sign!

## WAITING FOR TEST RESULTS

As testing sites become increasingly available over the coming days, you will field more questions from patients asking, "Now What?". We have included fact sheets covering, "[Guidance For Care And Isolation After Testing](#)", "[Guidance For Care After Test Results Obtained](#)", "[Guidance For Caregivers And Household Contacts Of Suspected Or Confirmed COVID-19 Patients.](#)", "[Guidance for Testing: Next Steps](#)"

Here is a link to the PUI (Person Under Investigation form) required for any patient being tested for COVID-19: [CDC PUI Form \(PDF\)](#)

*Reminder: Current CDC Testing Recommendations of outpatient testing ([Link here](#))*

1. Any persons including healthcare personnel, who within 14 days of symptom onset had close contact with a suspect or laboratory-confirmed COVID-19 patient, or who have a history of [travel from affected geographic areas](#) within 14 days of their symptom onset.
2. Other symptomatic individuals such as, older adults and individuals with chronic medical conditions and/or an immunocompromised state that may put them at higher risk for poor outcomes (e.g., diabetes, heart disease, receiving immunosuppressive medications, chronic lung disease, chronic kidney disease).

## PAYER UPDATE

We are communicating with the payers daily to get the most up-to-date information surrounding COVID-19 Testing, Treatment, and Virtual Visit Coverage & Reimbursement.

Reference this [Payer Grid](#) for updates.

# NEED TO KNOW

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## NETWORK EVENT UPDATES

The following previously scheduled events have been **cancelled** due to current recommendations to limit gatherings. We will continue to update you as to when we may resume these and other events in person or virtually.

### Member Meeting (April 18<sup>th</sup>)

**Diabetes Education Class (Plano)** – All patients registered have been notified

## ZOOM CORNER

The next scheduled Zoom Webinar 5 is tomorrow on **Thursday, March 19<sup>th</sup>, 2020, 12 – 1 PM.**

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

- Business continuity during the COVID-19 pandemic
- Billing telehealth

### Join 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)**

**Find your local number:** <https://stratifi.zoom.us/u/adlzVaYPED>



**The answer is yes!**

We are recording ALL Catalyst hosted COVID-19 Webinars!

Access today's Webinar covering the **PUI Form** and **a preview of our CHN Testing Site Workflow** [Here](#).

We know you are busy and may not always be able to attend but still need the information. We are working to offer these recorded Webinars in one streamlined access point so stay tuned!

In the meantime, reach out to your Catalyst Performance Advocate or contact for questions about the prior recordings.

Here are some resources to help 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!