

Primary Care Response: COVID-19

Reporting what Colorado Primary Care Practices are experiencing with COVID-19

This report was created from the data received from 38 responses to the SNOCAP/PIPICO survey between April 3-13, 2020



28 respondents are part of a hospital system or clinical network...

10 respondents are not.



Of the 21 respondents that have joined the ECHO Colorado "Just in Time" series, most found sessions to be quite useful (**3.9/5 on scale**). Registration info on 'resources' page.



35 of 36 practices are now doing virtual or telehealth visits--with an average of **58% of visits being virtual**.



Testing availability remains low. Only **24% of respondents** reported having adequate availability for testing.

The majority (66%) have recommended 10 or fewer patients for testing.



84% of respondents are regularly working and/or communicating with their local public health department.



We continue to hear that COVID-19 is impacting the financial survival of practices.

SNOCAP, The Larry A Green Center, and the Robert Graham Center are all reporting on financial struggles seen in primary care.

**LET'S
TAKE A
QUICK
LOOK
AT THE
RESULTS**

DEEPER DIVE INTO SURVEY RESPONSES



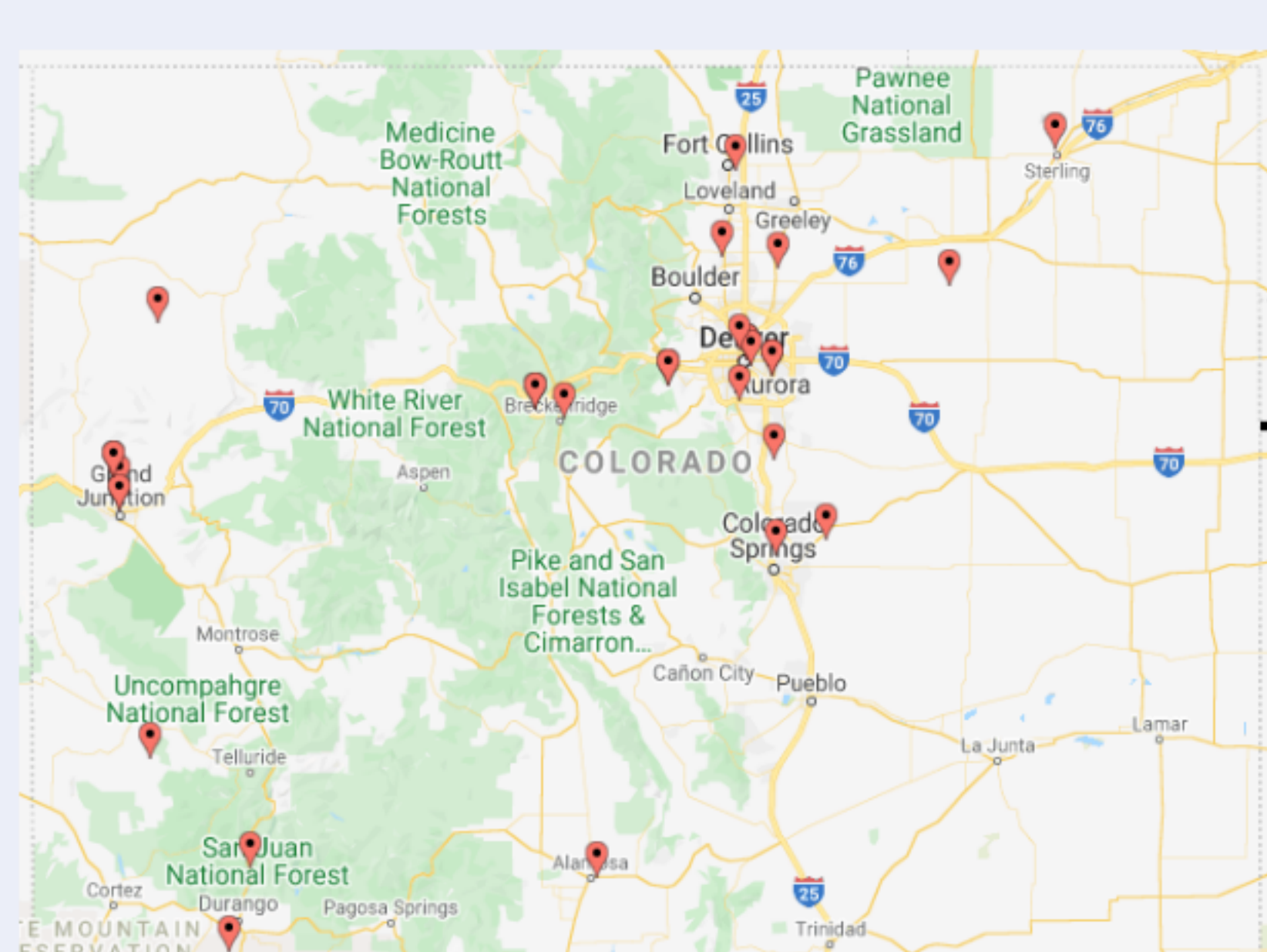
Results show that there is a state-wide lack of testing. Respondents share the following as what is preventing testing locally:

- Testing parameters leave out most candidates for testing primarily for patients requiring hospitalization.
- Not enough testing sites or kits
- "Tests just not really available here in SW CO, even medical folks with fever not able to access testing."
- "[We need] idea of the prevalence in our area."



Layoffs & furlough of clinicians, nursing staff, and administrative staff are reported, as well as considering closing doors temporarily or permanently.

- Decreased patient visits effecting income of single provider practice.
- Taking out loans.
- Not sure exactly how to deal [with this situation].



Thank you again to the 38 people that responded!



20% of respondents are still unsure how to document and bill for virtual/telehealth. Needs arising include:

- "Medicaid has denied a lot of our telehealth visits and medicaid reimbursement last week was down 70% and this week is down 90%. HELP!!"
- Making sure documenting and billing is being done correctly.
- There is often more concerned about reimbursement.

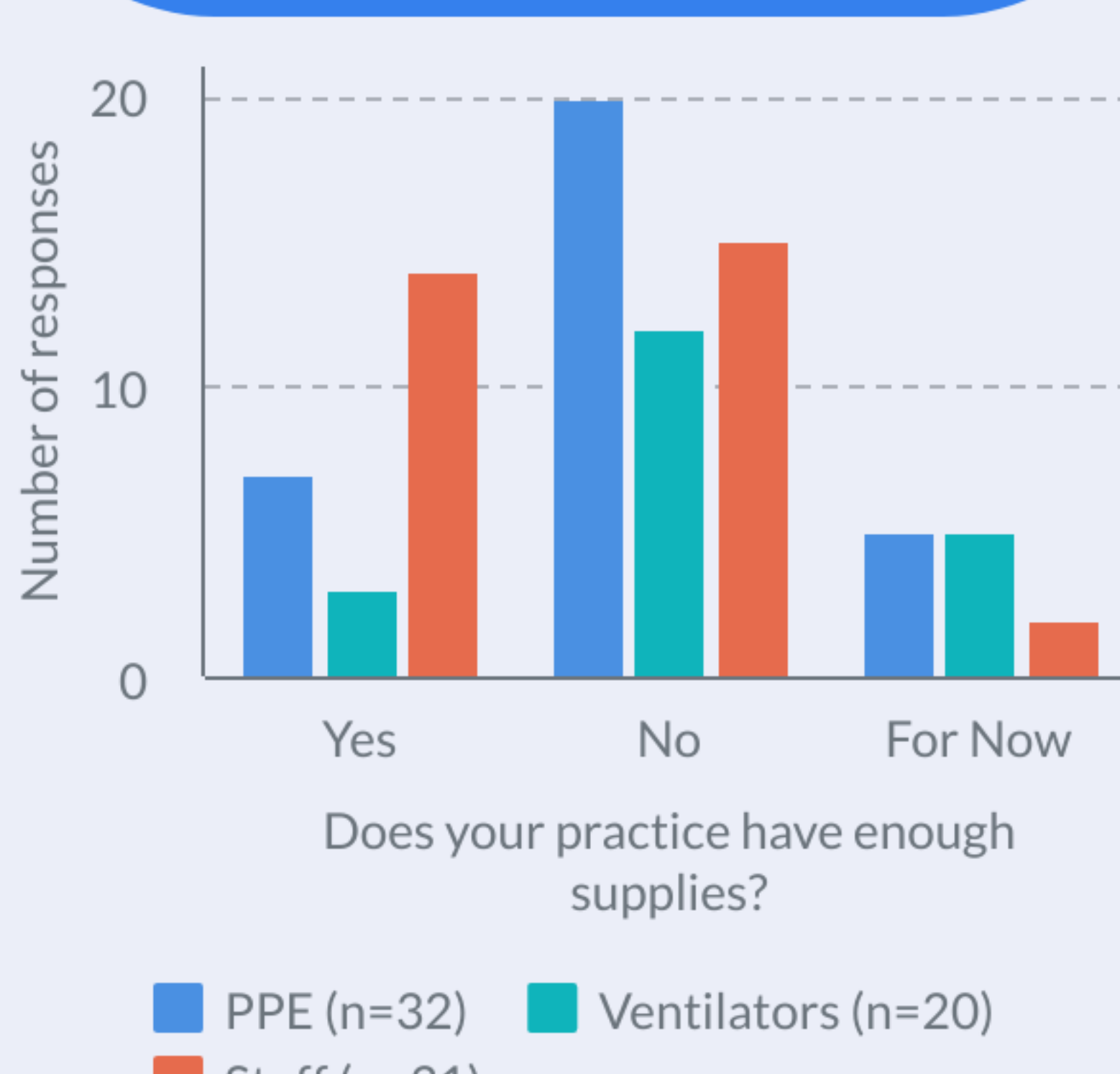


Those that are working with Public Health are mainly reporting it to be an effective relationship. A few issues arising include:

- Moderately effective; most of the problems are due to shortages, not a lack of knowledge
- Redirecting or referring elsewhere
- No communication; seemingly no disaster response plan.



Do you feel your practice/hospital has the needed supplies to care for an influx of COVID patients? Do you have enough...



Thank you for the questions that you have asked. We are working on quick responses.

Many of the questions received can be answered in the following resources section!

Thank you again for your support. Survey #3 will launch on **Friday, April 17th** and a report of results will come out the week of **April 27th**.

In the meantime, please keep in touch! Follow along on Facebook for more frequent updates. Search "SNOCAPpbrn" then 'like' and 'follow' along!

We are happy to hear from anyone who wishes to reach out to us

Please know that we are sharing these data broadly to inform responses to the crisis. Thank you for sharing your story so we can help respond.

Continue to read for RESOURCES on the next page!

Contact Us & Follow Along



"Snocap Colorado Pbrn"



@SNOCAPpbrn



@SNOCAPpbrn



Donald E. Nease, Jr, MD - SNOCAP Director
donald.nease@cuanschutz.edu

Mary Fisher, MPH - SNOCAP
Project Manager
mary.fisher@cuanschutz.edu

<http://bit.ly/SNOCAPwebsite>



Allyson Gottsman - Colorado Health
Extension System Program Manager
allyson.gottsman@cuanschutz.edu

<https://www.practiceinnovationco.org>

COVID-19 Resources

Connecting Colorado primary care with the necessary resources to move forward.
Updated 4-15-2020

Below are some of the resources compiled based off reactions and responses to this survey.
As new resources come available, we will edit and re-distribute this resources document.
If you are viewing this as a PDF, you should be able to click on each link to direct you to the resource.

Follow along on join the SNOCAP Facebook page for more rapid updates!
Search "SNOCAPpbrn" on Facebook, then 'like' and 'follow' to receive updates!

General Information

These are the main sites to review for updated information on COVID-19.
These resources are regularly updated with facts and resources.

World Health Organization (WHO)

Centers for Disease Control & Prevention (CDC)

Colorado Department of Public Health and the Environment (CDPHE)

Register with CDPHE to test for COVID-19

Register for a LabOnline account online:
<https://covid19.colorado.gov/covid-19-resources-health-care-providers-and-local-public-health-agencies>

Clinical Response

7 tips from MedScape on how to run your practice amidst the coronavirus crisis

1. Create a Task Force to Manage Change
2. Consider Postponing Nonessential Appointments
3. Overcommunicate to Patients
4. Take Advantage of Telemedicine
5. Identify COVID-19 Testing Sites
6. Preparing to Potentially Shut Down
7. Seize Work-From-Home Opportunities

Guides and Special Considerations

American Academy of Family Physicians:
<https://www.aafp.org/patient-care/emergency/2019-coronavirus.html>

American College of Physicians' Guide and Resources for COVID-19:
<https://assets.acponline.org/coronavirus/scormcontent/#/>

American Academy of Pediatrics Response:
<https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/>

SAMHSA: <https://www.samhsa.gov/coronavirus>

Partner Responses for COVID-19

ECHO "Just In Time" Series:
<https://projectcore.echocolorado.org/Series/Registration/258>

SNOCAP/CCTSI Community Engagement YouTube Short Video Series for Community and Patients:
<https://www.youtube.com/channel/UCGkgMVe14hkXBFXjowaJtpQ>

SNOCAP/CCTSI Community Engagement GoogleDoc with Additional Resources for Practices and Community:
<https://bit.ly/PracticeCommunityCOVIDResources>

PIPCO Podcast Series: Telehealth & Billing help for COVID-19:
<http://covid19.libsyn.com/>

Larry A Green Center Weekly Survey and Results:
<https://www.green-center.org/>

Robert Graham Center:
<https://www.graham-center.org/rgc/home.html>



Telehealth

AAFP Using Telehealth to Care for Patients During the COVID-19 Pandemic:
<https://www.aafp.org/patient-care/emergency/2019-coronavirus/telehealth.html>

Medicare/Medicaid:
<https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>

HHS Office for Civil Rights:
<https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

Colorado Department of Health Care Policy & Financing (HCPF):
<https://www.colorado.gov/pacific/hcpf/provider-telemedicine>

National Consortium of Telehealth Resource Centers:
<https://www.telehealthresourcecenter.org/resource-documents/>

Southwest Telehealth Resource Center: <https://southwesttrc.org/>

Billing

National Resources

CMS "emergency" guidelines:
<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

Medicare Telehealth Expansion:
<https://www.cms.gov/newsroom/press-releases/president-trump-expands-telehealth-benefits-medicare-beneficiaries-during-covid-19-outbreak>

AAFP Virtual Visit Billing Assistance Algorithm:
https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telehealth_algorithm.html?cmid=em_FPM_20200325

Colorado Specific

Colorado Department of Health Care Policy & Financing (HCPF):
<https://www.colorado.gov/hcpf/covid-19-provider-information>

Rural

Rural Health Information Hub: <https://www.ruralhealthinfo.org/topics/covid-19>

Financial Toll

AAFP COVID-19: Financial Relief for Family Physicians:
<https://www.aafp.org/patient-care/emergency/2019-coronavirus/financial-relief.html>

In the unfortunate event you are considering closing your practice, the AAFP has resources for you:
<https://www.aafp.org/practice-management/administration/finances/start-close-practice.html>

Layoffs and Care Shortage Map for the US:
<https://medium.com/case-notes-from-the-covid-19-front-lines/primary-care-faces-mass-layoffs-and-care-shortages-in-the-wake-of-covid-19-da6976d7c834>

Personal Protective Equipment (PPE)

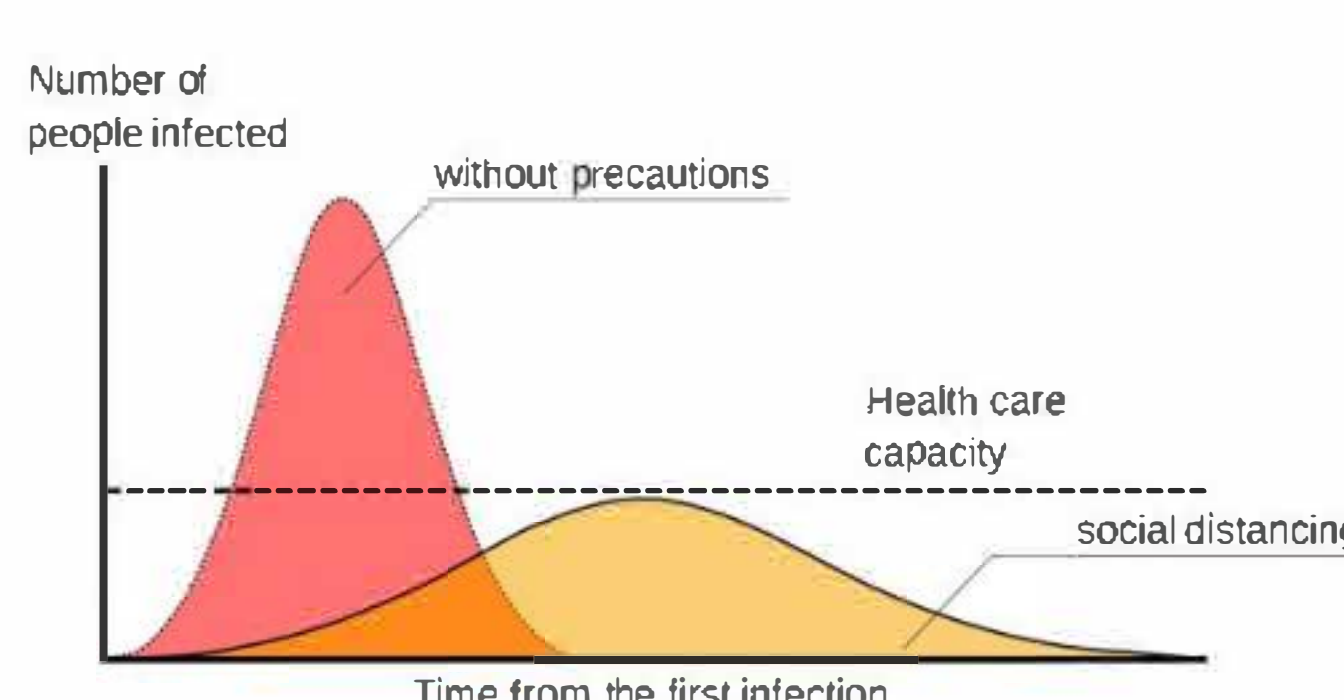
CDC Guidelines:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/healthcare-supply-ppe-index.html>

CDC PPE FAQs:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/respirator-use-faq.html>

CDC Optimizing PPE supplies:
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>

You can help by understanding how to "Flatten The Curve"

- Wash hands and sanitize surfaces frequently
- Follow local and state stay-at-home orders
- Wear a cloth mask when you must go out in public



Contact Us & Follow Along



"Snocap Colorado Pbrn"



@SNOCAPpbrn



@SNOCAPpbrn



Donald E. Nease, Jr, MD - SNOCAP
Director
donald.nease@cuanschutz.edu

Mary Fisher, MPH - SNOCAP
Project Manager
mary.fisher@cuanschutz.edu

<http://bit.ly/SNOCAPwebsite>



Allyson Gottsman - Colorado Health
Extension System Program Manager
allyson.gottsman@cuanschutz.edu

<https://www.practiceinnovationco.org>