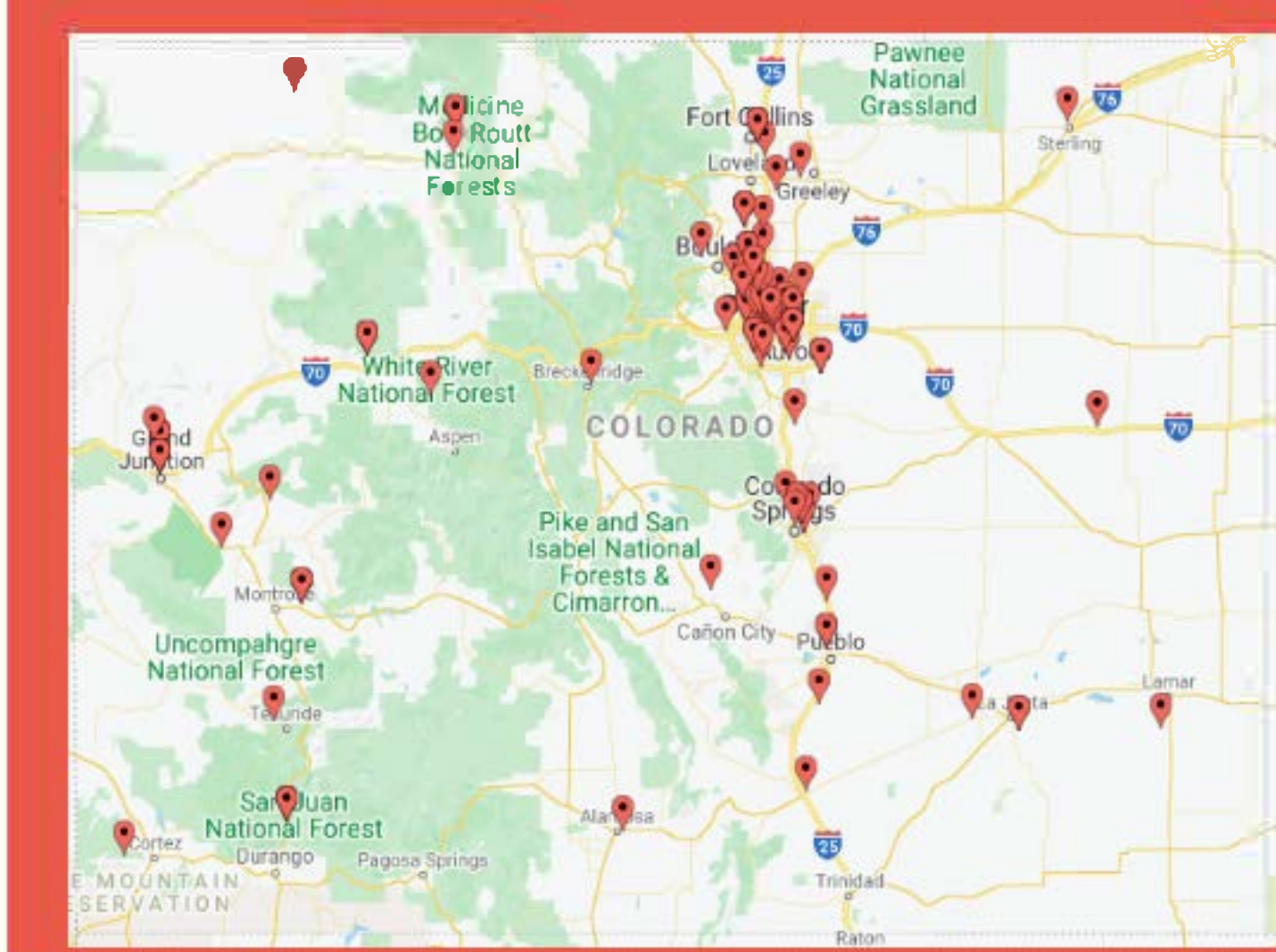


# Colorado Primary Care Response: COVID-19

## Survey Report #3



This report was compiled thanks to 152 responses received from the SNOCAP/Practice Innovation Program survey between April 17-27, 2020.

53% of respondents were from practices in a network or system.  
14% of respondents practice inpatient medicine.  
State-wide spread of responses were received, as seen from the map above.

The first SNOCAP/Practice Innovation Program survey went from March 17th-23rd and captured 118 responses. This third survey began exactly one month after the first.

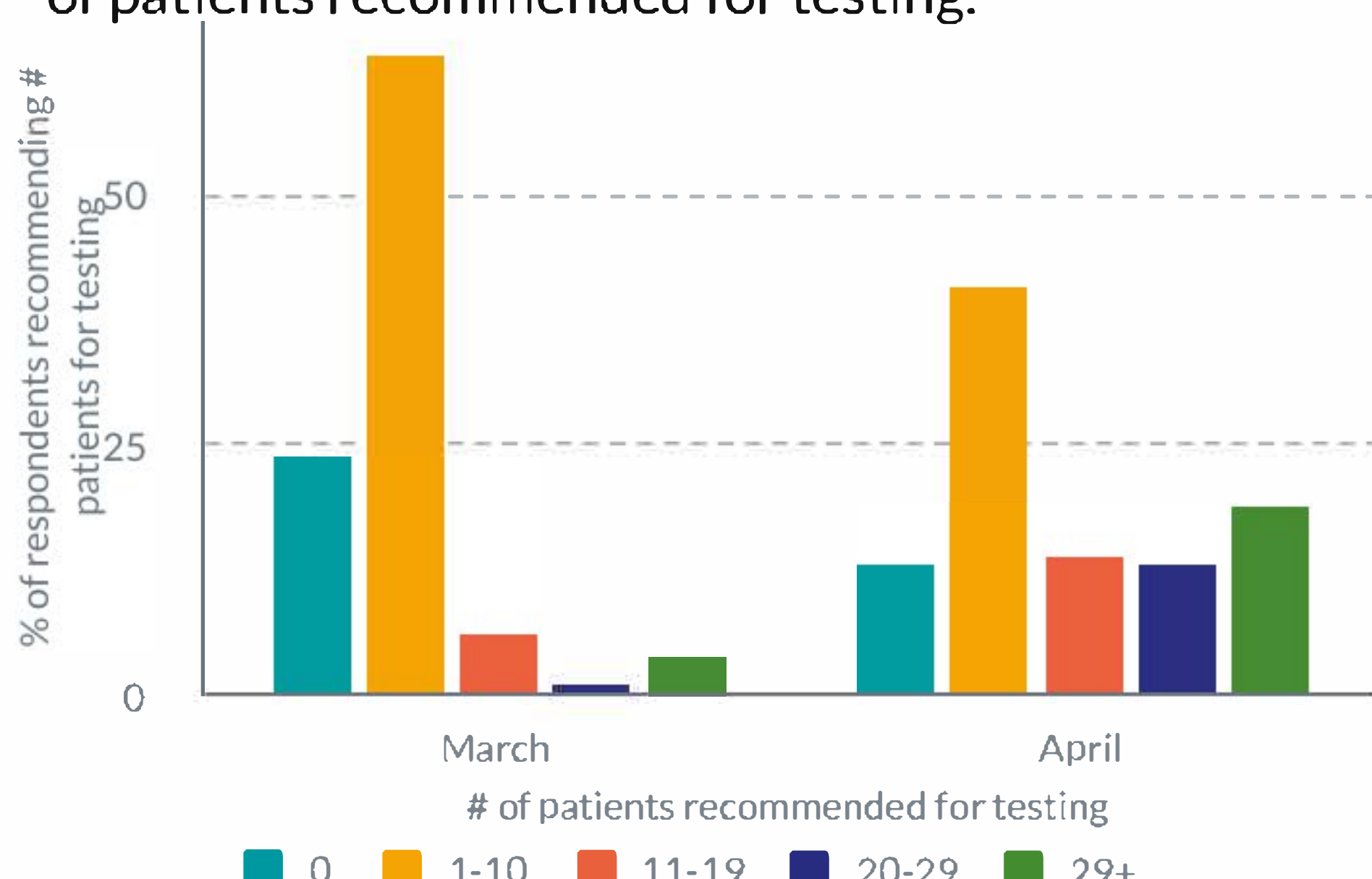
**Here are some of the shifts we observed between surveys 1 and 3:**



### Testing

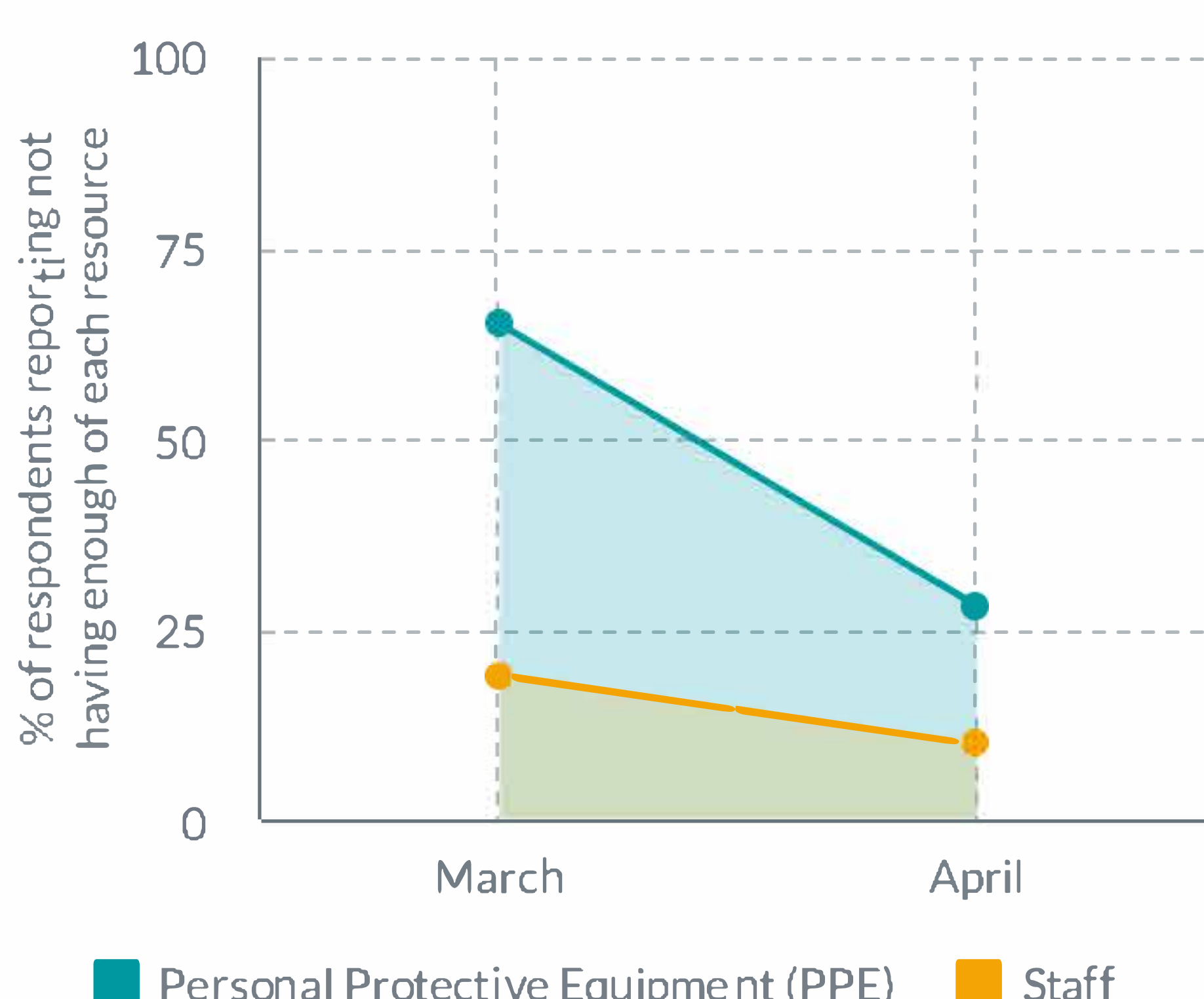
Lack of testing resources remains a problem. **65% of respondents do not feel they have adequate testing available on-site or nearby.**

Most practices have seen a jump in the number of patients recommended for testing.



### Resources

A slight decrease in perception of lack of access to needed resources was reported. However, access to resources remains low.



### Staff Safety



97% of respondents are understanding appropriate measures to take to keep staff safe while seeing patients in the current environment.

Practices are prioritizing patient *and* staff safety measures - Thank you!



## Survey #3 Results

### Public Health/Primary Care Partnership

**80% of respondents** are working or communicating with their local public health office on a regular basis.

Most that are in regular contact with Public Health find:

- The relationship to be effective
- There isn't always a well-coordinated response
- They [Public Health] don't always have access to necessary resources.

Those that are not communicating with public health are most often receiving information from other sources (at times inundated with information)



### Financial Toll

**97.5% of practices are experiencing a financial toll that is affecting the survival of their practice.**

#### Top Implications and Concerns

1. Staffing structure changes, including layoffs and furloughs
2. Changing and reducing hours of operation
3. Affecting income revenue, applying for small business loans and Paycheck Protection Programs

### Legal and/or Social Needs

**82% of respondents** shared they are experiencing 'some' or 'significant' change in legal and/or social needs among their patients since the start of COVID-19.

Income, Housing, and Education rise to the top of specific needs.

Other concerns:

- Food Insecurity
- Mental Health concerns including isolation, depression, anxiety, neglect
- Access to Care also arose as issues of concern.



### Telehealth/Virtual Visits

95% of practices are conducting virtual or telehealth visits\*

#### Billing resources and information that are still needed:

- Struggling with documentation (and coding) to ensure re-imbursement
- Struggling with so many different codes: private payers/ Medicaid and Medicare
- Some codes not working/rejected
- Billing and any adjustments in documentation needed
- Need concrete information and information on best coding practices
- EMR does not have the codes in the system yet

\*Practices reporting average 65% of all visits conducted virtually

**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!**

We are sharing this report broadly with our survey respondents, policy makers (local and national), researchers, and anyone who might be able to make a difference.

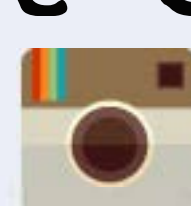
#### Look for Survey #4!

**Launch: Friday, May 1st // Result Reporting: Week of May 11th**

We are happy to hear from anyone who wishes to reach out to us. Thank you for sharing your story so we can be a voice to these issues and help respond.

Continue to read for RESOURCES on the next page!

## Contact Us & Follow Along



@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 4-29-2020

Below are resources compiled from reactions and responses to this survey.

As new survey data is compiled, we will edit and re-distribute this resources document. We will update resources list in our GoogleDrive list in the meantime: <https://bit.ly/PracticeCommunityCOVIDResources>

*If you are viewing this as a PDF, you can click on a link to direct you to the resource.*

**Follow along on join the SNOCAP Facebook page for additional updates!**  
**Search "SNOCAPpbrn" on Facebook, then 'like' and 'follow' along!**

## General Information

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

Click on "Patient Care" to register for a LabOnline account online:

<https://covid19.colorado.gov/covid-19-resources-health-care-providers-and-local-public-health-agencies>

## Partner Responses for COVID-19

SNOCAP/CCTSI Community Engagement GoogleDoc with Additional Resources for Practices and Community:

<https://bit.ly/PracticeCommunityCOVIDResources>

SNOCAP/CCTSI Community Engagement YouTube Short Video Series for Community and Patients:

<https://bit.ly/SNOCAP-COVIDeOs>

PIPCO Podcast Series: Telehealth & Billing help for COVID-19:

<http://covid19.libsyn.com/>

ECHO "Just In Time" Series - Registration and Recorded Sessions:

<https://projectcore.echocolorado.org/Series/Registration/258>

Larry A Green Center Weekly Survey and Results:

<https://www.green-center.org/covid-survey>

Robert Graham Center:

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



## Clinical Response

### 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>

Medical-Legal Partnership, Legal, & Social Needs:

<https://medical-legalpartnership.org/mlp-resources/covid-19/>

## Financial Toll

### Financial Relief Options

CARES Act:

<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>

## Telehealth

Colorado Department of Health Care Policy & Financing (HCPF):

<https://www.colorado.gov/pacific/hcpf/provider-telemedicine>

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

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>

National Consortium of Telehealth Resource Centers:

<https://www.telehealthresourcecenter.org/resource-documents/>

## 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?cmpid=em\\_FPM\\_20200325](https://www.aafp.org/journals/fpm/blogs/inpractice/entry/telehealth_algorithm.html?cmpid=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>

### 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>

### Personal Use Cloth Masks



### Understanding Colorado "Safer at Home"

- More flexibility for businesses to open if they are following Social Distancing Requirements.
- More flexibility for consumers to get goods and services they desire.
- Allows employers to begin bringing employees back to the workplace as long as they follow social distancing guidelines and wear a cloth face covering.
- **Continue to stay home as much as possible, leaving only for a limited number of specific activities.**
- <https://covid19.colorado.gov/safer-at-home-faq>



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[donald.nease@cuanschutz.edu](mailto:donald.nease@cuanschutz.edu)

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