# PRIMARY CARE RESPONSE: COVID-19

*What Colorado Primary Care Practices are experiencing with COVID-19*

## Practices want to learn more about: • • • • •

- Triage Protocols
- Managing non-urgent patient visits
- COVID-19 testing criteria and recommendations
- Guidelines for conducting virtual visits
- Management of patients with suspected or confirmed COVID-19
- Management of patients with co-morbidities and suspected COVID-19
- Management of workforce-related issues related to COVID-19 including school closures, personal needs
- Management of workforce-related issues for providers at high risk
- Where to get additional PPE

**29%** of respondents have sent zero patients and **63%** have recommended 1-10 patients for testing...
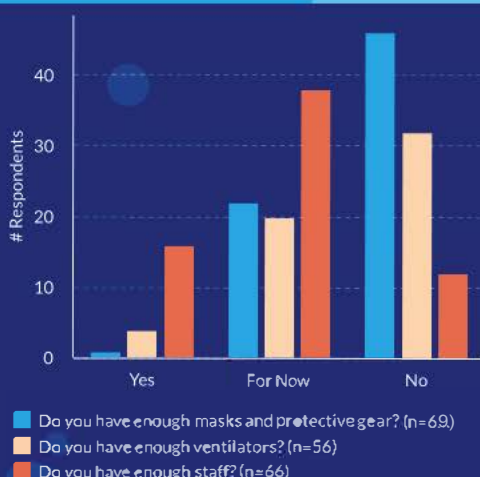
while only **4%** of respondents have sent 20+ patients for COVID-19 testing.

**39%** of respondents do not know where to send patients for testing.
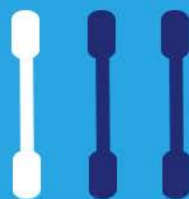
While **77%** of respondents are assessing the risk status of the provider and are able to offer alternative work environments...

**19%** still do not feel they understand how to keep themselves and their staff safe while seeing patients.



- Do you have enough masks and protective gear? (n=69)
- Do you have enough ventilators? (n=56)
- Do you have enough staff? (n=66)

**57%** of respondents are **not** currently registered with the Colorado Department of Public Health and the Environment to be able to order COVID-19 testing through the state of Colorado.

**30%** of respondents do not know where to get the most up-to-date testing recommendations

SNOCAP

PRACTICE INNOVATION PROGRAM COLORADO

Department of Family Medicine
UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

# Resources

Connecting Colorado primary care with the necessary resources to move forward.

# 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 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/#/

**SAMHSA:** https://www.samhsa.gov/coronavirus

# Telehealth

**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

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

**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?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:**
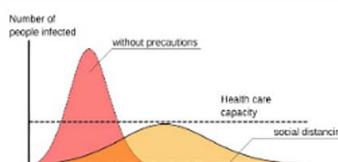https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html

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

- Wash hands frequently
- Self-isolate when sick or might be sick
- "Social distance" right away



# Contact Us & Follow Along