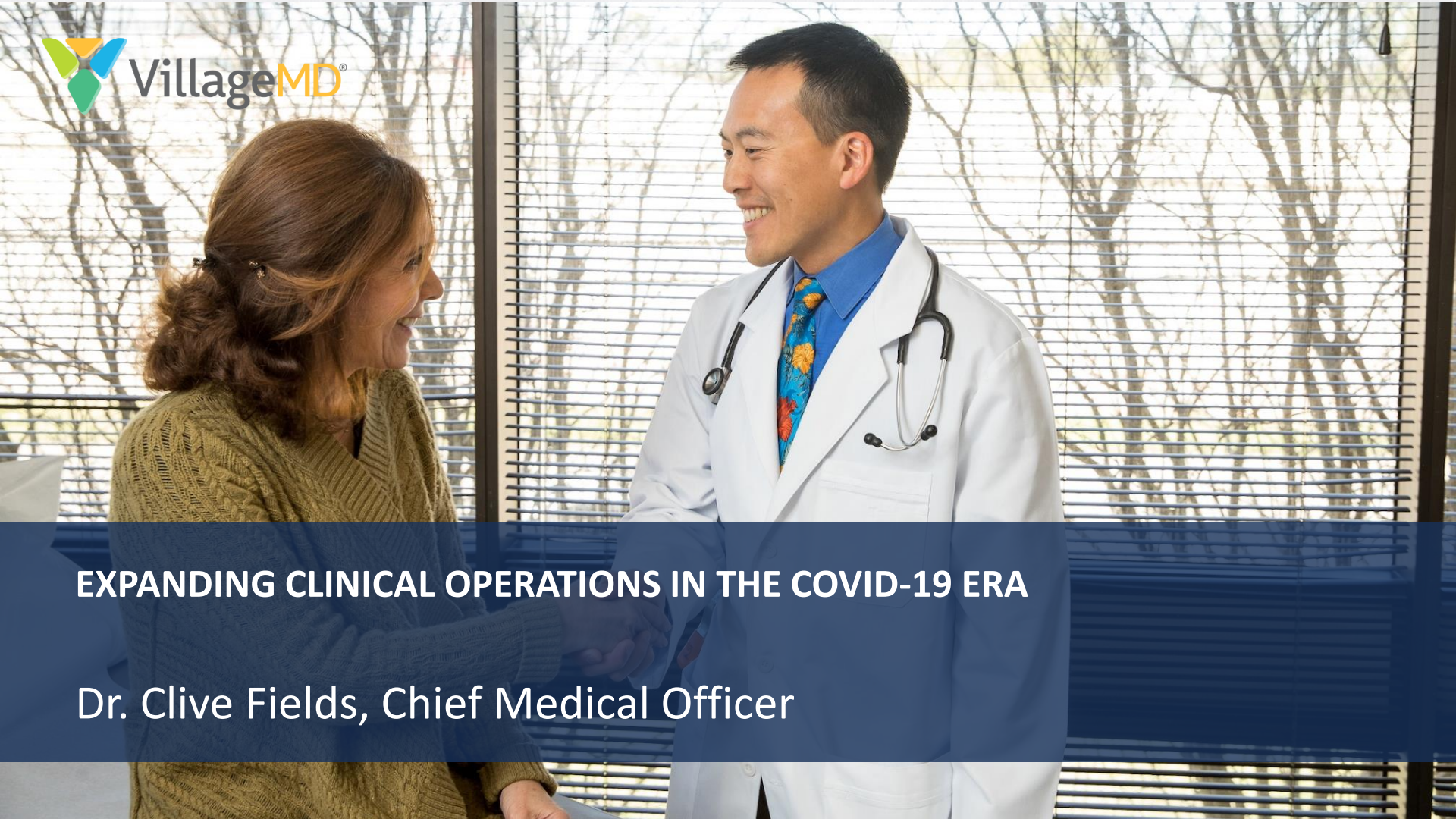




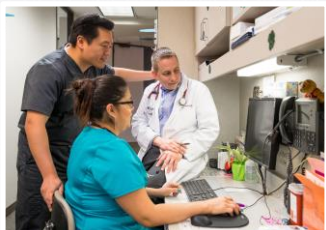
EXPANDING CLINICAL OPERATIONS IN THE COVID-19 ERA

Dr. Clive Fields, Chief Medical Officer

Agenda

- Impact of COVID-19
- Website & Contact Center
- Physical Plant
- Education & Communication
- Patient Safety
- Acute Illness Protocol
- Staff Safety
- Clinic Services

Goals



Excellent clinical
care



Patient, employee,
provider safety



Our healthcare
facilities are “safe”

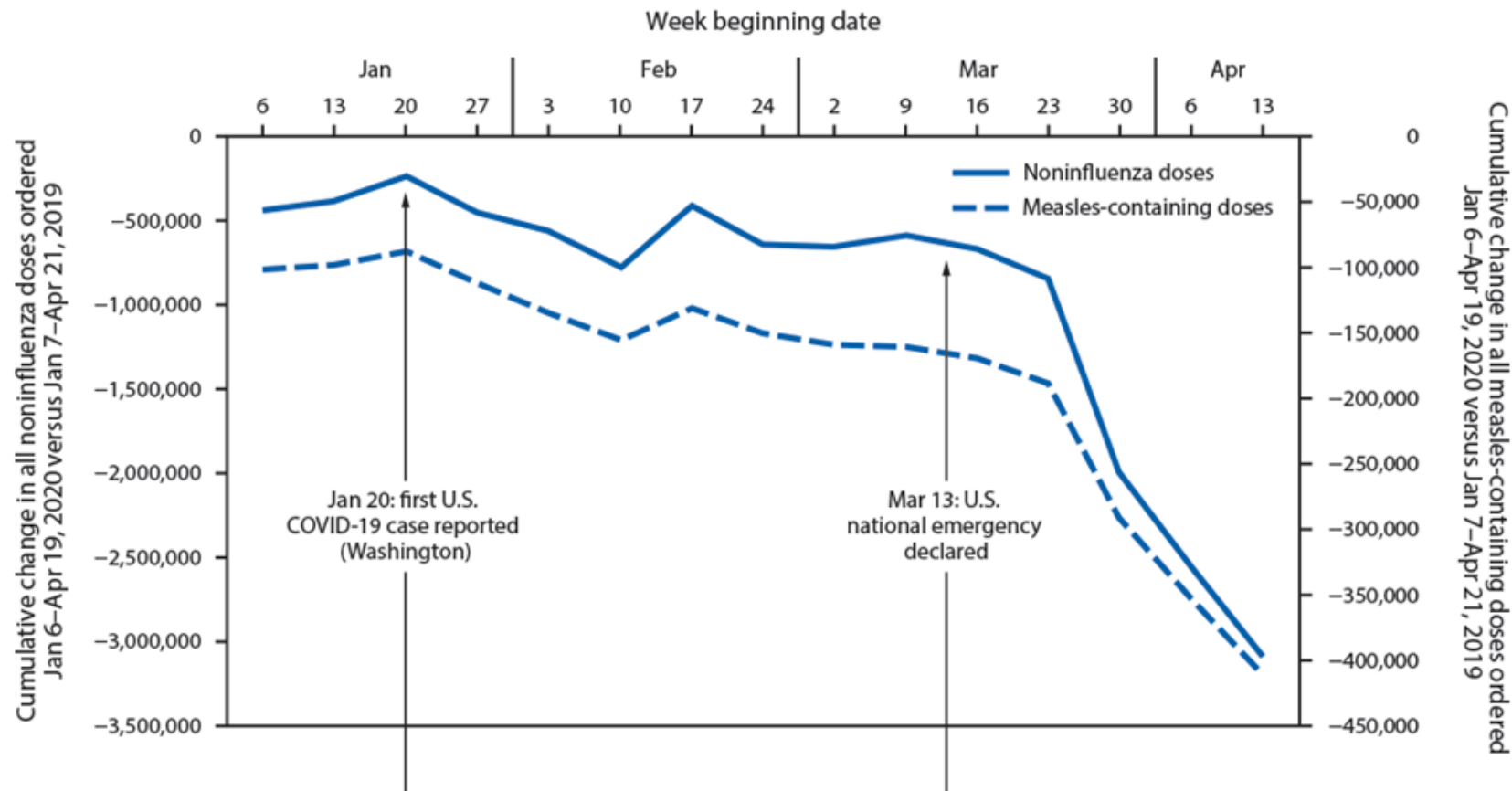
Impact of COVID-19

Hospital Utilization

Metric	Compared with January
Inpatient admissions	-30%
Emergency room visits	-40%
Observation services	-47%
Outpatient services	-62%
Outpatient surgery volume	-71%

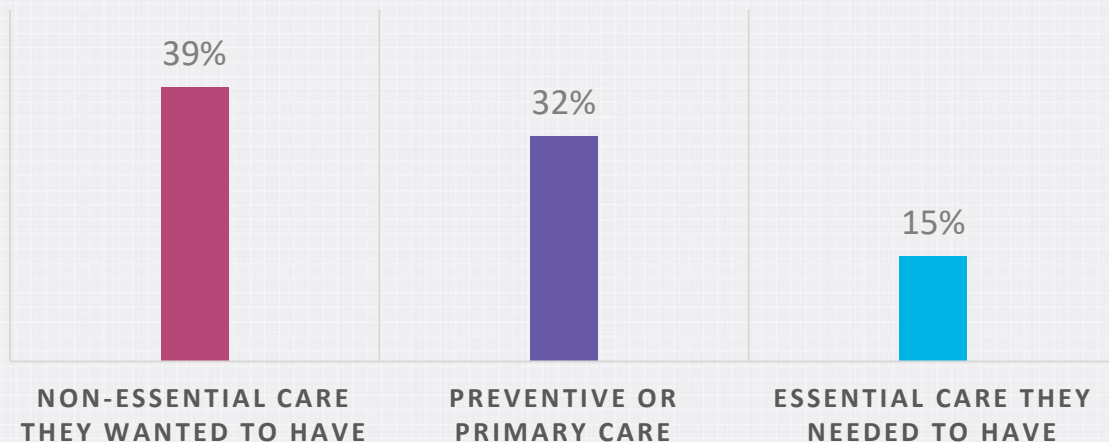
SOURCE: Crowe RCA Benchmarking Analysis, May 2020

Impact of COVID-19



Impact of COVID-19

**IN A SURVEY OF OVER 1,000 ADULTS
AGE 70+, THE SHARE THAT DELAYED
OR CANCELED THESE TYPES OF
TREATMENT:**

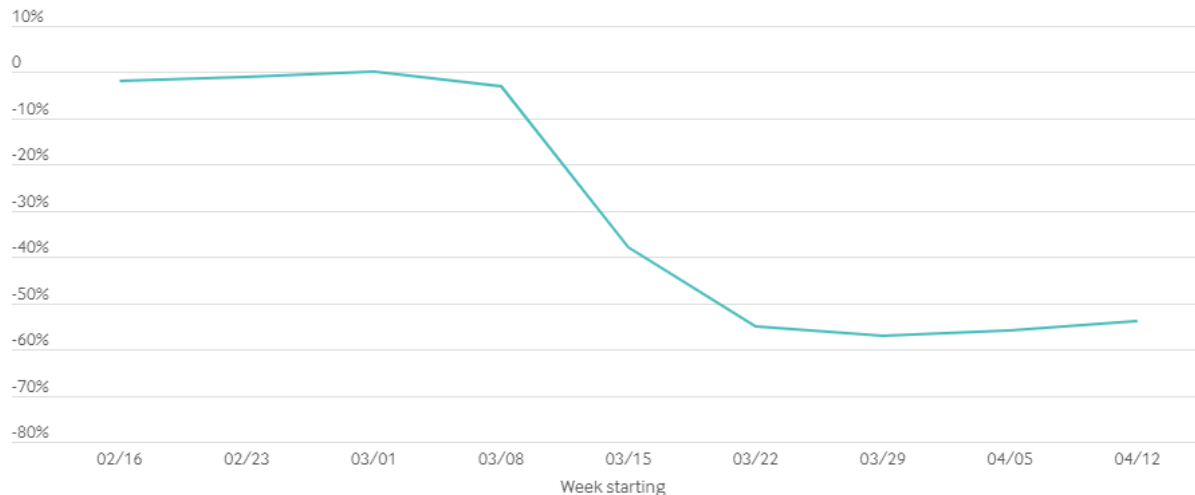


Source: NORC at University of Chicago survey – April 10-15, 2020

Impact of COVID-19

The number of visits to ambulatory practices declined nearly 60 percent in mid-March and has remained low through mid-April.

Percent change in visits from baseline



 Download data

Note: Data are presented as percentage change in number of visits in a given week from the baseline week (March 1–7). Data for week of April 12 are through April 16.

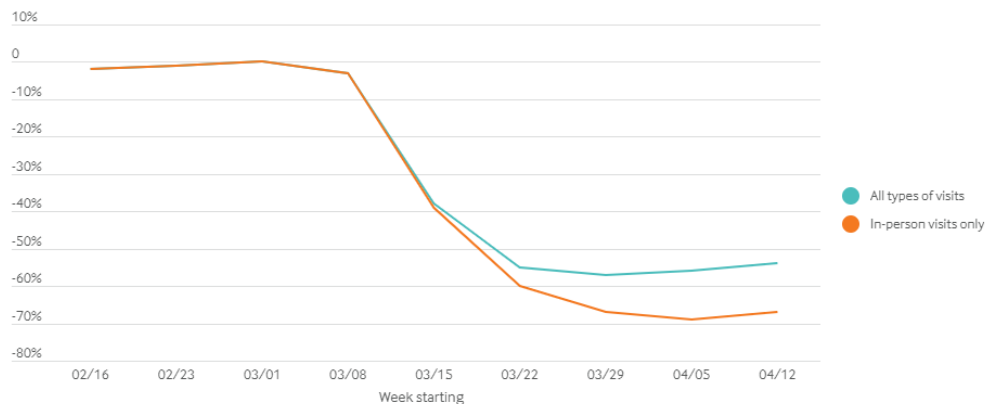
Source: Ateev Mehrotra et al., "What Impact Has COVID-19 Had on Outpatient Visits?," *To the Point* (blog), Commonwealth Fund, Apr. 23, 2020. <https://doi.org/10.26099/ds9e-jm36>

Impact of COVID-19

As the number of in-person visits dropped, telehealth visits increased. But the increase in telehealth visits only partially offset the drop in in-person visits.

The decline among in-person visits is steeper than the decline among visits of any type (telemedicine and in-person).

Percent change in visits from baseline



[Download data](#)

Notes: Data are presented as percentage change in number of visits in a given week from the baseline week (March 1–7). Data for week of April 12 are through April 16. Telemedicine includes both telephone and video visits. The gap between the "All types of visits" and "In-person visits only" lines is explained by the increasing use of telemedicine.

Source: Ateev Mehrotra et al., "What Impact Has COVID-19 Had on Outpatient Visits?," *To the Point* (blog), Commonwealth Fund, Apr. 23, 2020. <https://doi.org/10.26099/ds9e-jm36>

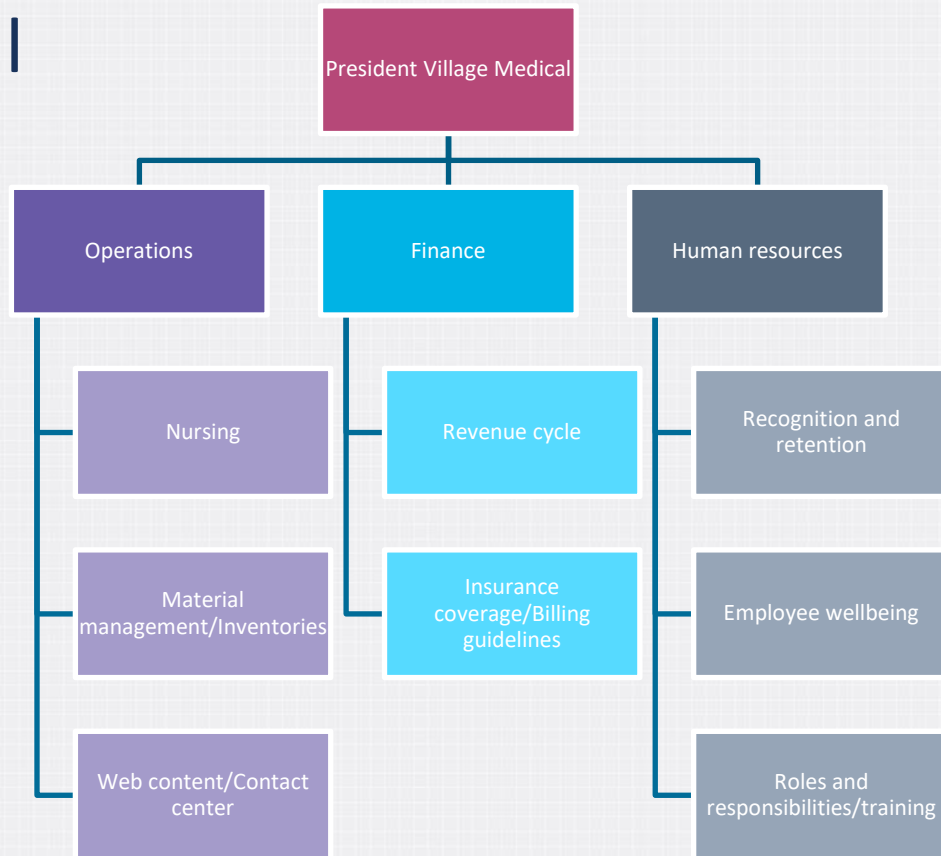
Decision Control

Be prepared for what you don't know!

- **Clear decision making**
 - **Communication of updated guidelines/recommendations**
 - **Employee wellness/staffing**
 - **Physical plant**
 - **Supplies**



Village Medical



Focus on patient safety at every touchpoint

Website and
contact center

Building entry

Waiting areas

Clinical space

Website

- **Current information**
- **Available services**
- **FAQs on COVID-19**
 - **Signs and symptoms**
 - **Testing availability**
 - **PCR and antibodies**
- **What to expect**
 - **Masks**
 - **Companion/caregiver restrictions**



The screenshot shows the Village Medical COVID-19 Information Center website. The header includes the Village Medical logo and navigation links: About, Services, Find a Location, Providers, Virtual Visits, Book an Appointment, and a Patient Log In button. The main heading is "Village Medical COVID-19 Information Center" with a subheading "Updated April 13, 2020". A paragraph states: "Your health and the health of our community are our highest priority. Village Medical is here to support you and your family during the COVID-19 pandemic and to provide uninterrupted healthcare. We are providing the following information to help keep our patients and employees informed." The content is organized into three columns. The left column has a heading "Appointments" followed by two bullet points: "Houston-area Patients: All appointments are being converted to [virtual visits](#). Our clinics will remain open. If your provider determines that an in-person appointment is required, we will schedule an office visit after your virtual visit." and "Phoenix-area Patients: Appointments scheduled by phone can be set up as in-person visits or [virtual visits](#) based on patient preference. Virtual visits are strongly encouraged. Appointments scheduled online are being converted to virtual visits. If your provider determines that an in-person appointment is required, we will schedule an office visit after your virtual visit." The middle column has a heading "Prescription medications" followed by three bullet points: "Prescription refills can be filled by your pharmacy.", "If you need a prescription renewal, call Village Medical to request one.", and "Houston-area Village Medical pharmacies are currently waiving delivery fees. If you are a patient in the Houston area and would like your prescriptions filled and delivered by Village Medical Pharmacy, ask your doctor to send your prescription and a delivery request to Village Medical Pharmacy. If you have any questions for". The right column has a heading "A message from our chief medical officer and co-founder" above a video player showing the Village Medical logo. Below the video is the heading "Learn more about virtual visits" above a photo of a person using a tablet displaying a virtual visit.

Contact Center

- **Initial message—reinforce web content**
- **Hold message—reinforce safety**
- **Reason for visit**
 - **Dedicated clinical hours**
 - **Preventative visit**
 - **Chronic disease**
 - **Acute illness (telehealth offered)**
- **Template updates**
 - **In person/telehealth**
 - **Match scheduling density to reduced seating**

Physical Plant

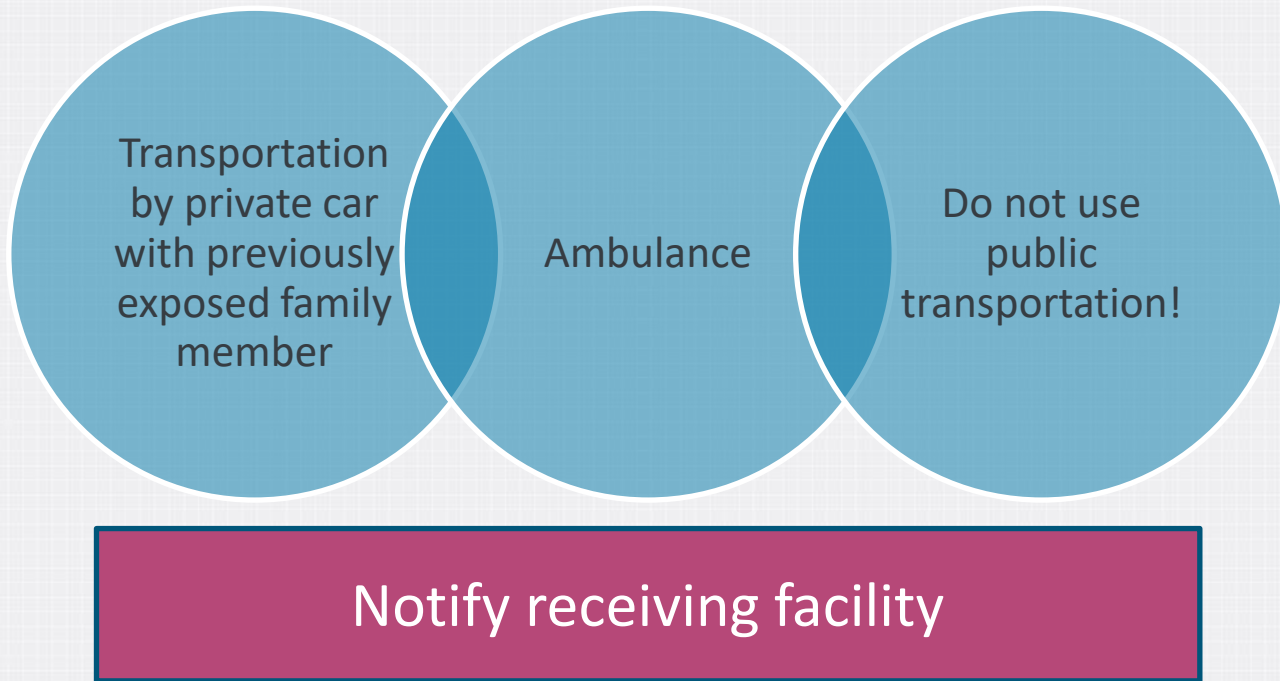
- **Entry signage**
- **Welcome station**
 - ✓ **Temperature screening**
 - ✓ **Symptom screening**
 - ✓ **Masks**
 - ✓ **Companion/caregiver limitations**
- **Waiting area**
 - ✓ **Social distance seating**
 - ✓ **Removal of all common objects**
 - **Reading materials, toys**
 - ✓ **Sanitation process for “check in” equipment**
- **Hand sanitizer**
 - ✓ **Liberal spaced throughout**

Physical Plant (continued)

- Exam rooms
 - ✓ Designated rooms for evaluation of COVID suspects
 - ✓ Designated clinical team
 - ✓ PPE stored outside the exam rooms
 - ✓ Soap and tissue
 - ✓ No touch trash bins
- General cleaning and infection control
 - ✓ Concurrent: wipe all surfaces, handles, and equipment after each patient
 - ✓ Terminal: enhanced protocol after COVID suspect patient
 - ✓ Common areas: wipe down all surfaces & supplies at regular intervals – maintain a cleaning log



In Clinic COVID-Related Emergencies



Patient Safety

- **Patient flow**
 - ✓ **Limit and monitor points of entry**
 - ✓ **Screen for fever and COVID suspects**
 - ✓ **All patients and family members will wear masks**
 - ✓ **“Wait in car” option**
 - ✓ **Restricted companions/caregivers**



Patient Safety

- **Scheduling**
 - **Dedicated wellness hours**
 - **Senior hours**
 - **Stagger provider hours**
 - **In person vs. telehealth**

Staff Safety

Guard against complacency!

- **Non-clinical**

- ✓ **Surgical masks always**
- ✓ **Staggered lunch hours to promote social distancing**
- ✓ **Hand sanitizer at all work-stations**

- **Clinical staff**

- ✓ **N95 for all staff with “close and prolonged” patient contact**
- ✓ **Mask use until dirty or soiled**
- ✓ **Single-use gloves**
- ✓ **Clinical space for clinical care**

Staff Safety (continued)

- **Attendance**
 - **Daily temperature checks**
 - **Not able to work with symptoms or fever**
 - **Home with same day physician visit**
 - **Cross training of employees**
 - **Teams to decrease cross-contamination**
- **PPE**
 - **Goal: 30-day supply**

HOW TO USE AN N95 MASK

A disposable N95 mask (respirator) is a safety device that covers the nose and mouth and helps protect the wearer from breathing in some hazardous substances. An N95 mask protects you from breathing in small particles in the air such as dust and mold. It is designed to filter out at least 95% of the dust and mold in the air.

What to Get

You should only use an N95 mask that is certified by the National Institute for Occupational Safety and Health (NIOSH). Look for the NIOSH logo and the test and certification (TC) approval number on the mask or packaging. Masks that are not certified by NIOSH may not provide adequate protection to you. Masks are typically available from your local hardware stores or home improvement centers.

Use an N95 mask even if you cannot see the particles because they may be too small to see. N95 masks do NOT protect you against chemical vapors, gases, carbon monoxide, gasoline, asbestos, lead or low oxygen environments.

Who Should Check with a Healthcare Provider First

If you have a pre-existing medical condition, wearing a mask may make breathing more difficult because you must pull air through the mask as you inhale. People with known or suspected breathing problems, emphysema, chronic obstructive pulmonary disease (COPD), asthma or cardio/pulmonary problems should consult with their physician before using one. If at any time during use of the mask you experience headache, nausea, dizziness or have difficulty breathing, immediately leave the area, remove the mask, get fresh air, and seek medical attention if needed.

How to Wear the N95 Mask

Always read and follow the manufacturer's directions when using an N95 mask. It must cover both the nose and mouth to keep you from breathing in mold and dust. If it does not have a snug fit, it will not work properly. Correct fit of the mask requires contact with smooth skin. It will not work properly for people with beards or facial hair. Even one-day beard growth has been shown to let air leak in. Always use both straps on the mask to hold it in place to keep air from leaking around it.

Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick. The cloth face cover is meant to protect other people in case you are infected.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities, with the below exceptions:
 - Cloth face covers should not be placed on young children under age two.
 - Cloth face covers should not be placed on anyone who has trouble breathing or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Do NOT use a face mask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. **The cloth face cover is not a substitute for social distancing.**

Cloth face cover should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and machine dried without damage or change to shape



Clinic Services

- **Telehealth**

- **Acute**
- **Chronic**
- **AWV/VBAs**
- **TCM**

- **Define protocols for supportive diagnostics**

- **Phlebotomy**
- **X-ray**
- **Diagnostics**
- **Immunizations**

[illegible]

VIRTUAL VISITS Coding and Documentation Standards							
VIRTUAL VISITS Coding and Documentation Standards							
Coding Visits with Audio and/or Video Capabilities							
Use the table below to identify the appropriate code based on the type of virtual visit.							
OFFICE/PCS CODE	DESCRIPTION	IN-PERSON	AUDIO & VIDEO	AUDIO ONLY			
93201-99215	New and established patient office visits (E/M)	Yes	Yes	No			
G0402	Welcome to Medicare - Initial Preventive Physical Exam (IPPE)	Yes	No	No			
95905-99496	Transitional care management (moderate and high MDM)	Yes	Yes	No			
99441-99443	Telephone E/M services	No	No	Yes			
G0296	Counseling to discuss need or LDCT for lung cancer screening	Yes	Yes	Yes			
G0438	Annual wellness visit, includes PPPS, first visit	Yes	Yes	Yes			
G0439	Annual wellness visit, includes PPPS, subsequent visit	Yes	Yes	Yes			
99497-99498	Advance care planning	Yes	Yes	Yes			
99406-99407	Smoking and tobacco cessation counseling	Yes	Yes	Yes			
99354-99355	Prolonged E/M or psychotherapy service, beyond typical time	Yes	Yes	Yes			
G0513-G0514	Preventive services, beyond the typical time	Yes	Yes	Yes			
G0442	Annual alcohol misuse screening	Yes	Yes	Yes			
G0443	Brief face-to-face counseling for alcohol misuse	Yes	Yes	Yes			
G0444	Annual depression screening	Yes	Yes	Yes			
G0445	High-intensity behavioral counseling to prevent STI	Yes	Yes	Yes			
G0446	Intensive behavioral therapy to reduce cardiovascular disease risk, face-to-face, individual, biannual	Yes	Yes	Yes			
G0447	Face-to-face behavioral counseling for obesity	Yes	Yes	Yes			
Sources: https://www.audi.org/assess/2019-ships/transaction/telephone_visits.htm?template_FPM_20200506 https://www.cms.gov/Medicare/Medicare-General-Information/Telephone/Telephone-Codes							
Proprietary and Confidential		Page 1 of 4 Updated 5/21/21					

Clinic Services—Future State

- **Drive-through services**
 - **Designated area**
 - **Training and PPE**
 - **Phlebotomy**
 - **Blood pressure**
 - **Immunizations**
 - **COVID-19 testing**

SPREAD OUT TO STOP THE SPREAD

- **Practice social distancing at all times** and stay six feet away from your colleagues.
- **Wear a surgical mask at all times**, unless in a room alone.
- In the reception, pharmacy, lab or radiology areas, **use a physical marker**, such as an “X” on the floor, **to indicate a six-foot distance** from where the patients should wait.

Additional protective measures:

- The majority of patients are using virtual visits. **Patients will only be seen in the clinics if it is medically necessary.**
- **Ensure that signs are posted discouraging patients with respiratory symptoms from entering the clinic.**
- Front desk staff should **wear surgical masks if receiving walk-ins.**
- **Walk-ins with respiratory symptoms should immediately be given a mask** and placed in a separate room.
- **Frequently disinfect areas that patients and staff have contact with**, including door handles, tablets, keyboards, exam beds, multi-use devices, desk and cell phones etc.
- **Practice hand hygiene often**; COVID-19 is destroyed by proper hand hygiene.
- **Avoid touching your face**, especially your mouth and mucous membranes.
- **Cover your cough.**
- **ALL direct patient care must be conducted wearing an N95 mask.**
- **Do not touch the inside of masks**; reuse until visibly soiled or structural integrity lost.
- COVID-19 testing is only conducted at designated sites, with staff in full PPE —**the best practice is drive-through, the only mechanism for testing at VM Houston locations.**
- Team member temperatures are taken daily upon arrival to work, and **anyone with a fever 100.0 degrees or greater will be sent home.**

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“To each in their lifetime comes a special moment when you are offered a chance to do something unique to you and your talents. What a tragedy if that moment finds you unprepared for what could be your finest hour.”

-Winston Churchill