



ADVANCING INTEGRATED HEALTHCARE

COVID 19: Best Practice Sharing and Resources

Care Transformation Collaborative of R.I.

4 21 20

NCM/CC Best Practice Sharing COVID 19 Agenda

Best Practice Sharing:

- Screening, Telephone Triage:
Serena Guibeau, Linda Salvatori
- Telemedicine and Workflows:
Beverly McNally, Jennifer Nappi

Getting tested and Results: *Brian Miller*

Resources for Helping Patients:

Elizabeth Lubera; Maureen Maigret

COVID 19: Best Practice Sharing: Screening & Telephone Triage and General Preparedness

Best Practice Sharing:

- Northern RI Pediatrics: *Serena Guibeau NCM*
 - *Workflow & Scheduling*
 - *Testing & Results*
- Massasoit Internal Medicine: *Linda Salvatori NCM*

Resources:

- CDC: Telephone Triage Guidelines; 3 questions to ask
- AAFP Checklist to Prepare Physician's Office for COVID-19

COVID 19: Best Practice Sharing: Telemedicine Workflow

Best Practice Sharing:

- Quality Behavioral Health: *Beverly McNally, NCM*
- Women's Medicine Collaborative: *Jennifer Nappi, NCM*

Resources:

- Telehealth appointment process
- Brown: Televisits
- Tip sheet: Televisit encounters
- Weitzman ECHO: Managing Workflows Under Constant Changes

Getting Tested and Results

Resources: RI DOH: [Getting Tested in RI](#)

[Getting Results:](#) *Brian Miller, Current Care*

Resources for Helping Patients

Cyper-Senior Resources: *Elizabeth Lubera*

- How to create Gmail
- How to use Face Time

Project Hello: *Maureen Maigret*

RIPIN: Family Resource Liaison

Supplies: BP cuffs