



CCMA COVID-19 Modified Workflows

Effective date 05/11/2020

Schedules

Schedule assessment/guide: (please use at providers discretion)

- Volume averages to add additional face to face (in person visits) to Telehealth
 - **Example:**
 - AM session 12
 - PM session 12
 - June 1st 25% = 3 patients per session
 - July 6th 50% = 6 patients per session
 - August 3rd 75% = 9 patients per session
 - September 7th 100% = 12 patients per session
 - Telehealth volume will continue based on payer direction
 - AWV for MA's – weight, height and bp must be captured for all visits previously performed via Telehealth. MA visit booking only.

Schedule impact options:

- Open on Saturday
- Open earlier
- Stay open later

Appointments – required for all appointment types – every patient must be called

- Required question
 - Have you been tested for COVID? If Yes,
 - Patient reports testing positive
 - If yes, the date is critical as the appointment should be set no less than 14 days from date of test. This must be noted in the appointment note field
 - Patient reports testing negative
 - Book next available slot. This must be noted in the appointment note field
 - Have you been tested for COVID? If No,
 - Book next available slot. This must be noted in the appointment note field
 - Do you have symptoms including fever, cough or shortness of breath?
 - Answer/symptoms must be noted in the appointment note field
 - Have you had close contact with someone who has tested positive for Coronavirus?
 - If yes, the date is critical as the appointment should be set no less than 14 days from date of test. This must be noted in the appointment note field
 - If no, book next available slot. This must be noted in the appointment note field

Working Athena cancellation and wait lists

- Staff should be directed to review the Athena cancellation and wait lists and factor into available slots once the schedule assessment has been completed.
- Each patient on the cancellation and/or wait list needs to be reviewed and prioritized in conjunction with patients being impacted by the scheduling assessment ratios provided above.

Patient Check-In

All patients who present at check in will follow the following workflow:

- Masks are required for each patient; staff will provide a mask if necessary, to patient and family member as needed.
- Temperature check required.
- All remaining check in requirements must be performed (ID, demographic information, Insurance card, etc.)
- Once check in is complete, patient is asked to wait in their vehicle. Patient should provide available contact number or make and model of vehicle.

Patient Rooming/Exam Room Selection – Medical Assistant

For the safety of our patients and staff during morning huddle an exam room(s) should be selected for use as COVID exam room(s) for the day/week.

COVID Exam room criteria:

- Surgical Mask
- Face shield
- Gloves
- Gown

Regular Exam room criteria:

- Surgical Mask
- Gloves

MA's must use the following patient rooming/exam room selection

- MA must review appointment notes to determine whether a patient will be roomed in a regular exam room or a COVID exam room.
- MA must communicate with provider to ensure provider is aware patient has been roomed in a COVID exam room to ensure COVID Exam room criteria is enforced.

Patient Check-Out

For the safety of our patients and staff patient will remain in exam room during the check-out process. Provider will complete all necessary clinical documentation, referrals, orders, etc. All documents should be processed electronically and patient appointment full up should be made. This process allows patient to immediately exit the office upon completion of the visit ensuring incoming patient workflows are not comingled.

Reminders:

- All referrals, patient can be notified that a referral coordinator will follow up with them within 24 hours.
- All lab work can be sent via Athena fax to the appropriate lab.
- All ancillary testing can be sent via Athena fax to the appropriate testing locations.
- Appointments can be verbally given with a commitment to a follow up reminder call, email and/or text.
- Exception – out of work notes – patient should be asked to wait in the waiting room for document.