



COVID-19 Resource Guide for Primary Care Practices

HIGH PRIORITY ACTION ITEMS [TRIAGE]

- Reach out to your [high risk patients](#): check on their status and advise on how to prevent transmission of COVID-19; check on potential issues related to social isolation and reduction of access to care (Script coming soon)
 - Use your EMR to identify high risk patients
 - Use [CRISP Pre-AH](#) tool risk scores to identify MDPCP-attributed high risk patients
- Develop Triage process ([Patient Flow Guide](#))
- Use algorithm to limit to those who need testing (Example: [Stone Run Family Medicine Evaluation & Testing Protocol](#))
- Reschedule non-essential medical and surgical procedures (e.g. Annual Wellness Visits) per [CMS Guidelines](#)

CAPACITY BUILDING

- Set up capacity for Telemedicine ([Vendor List](#))
- Develop Telemedicine process (Workflow Guide coming soon)
- Reschedule non-essential medical visits
 - Traditional office visits like AWWs and Welcome to Medicare Visits cannot be completed via Telemedicine
 - Any patient who has access to Telemedicine tools that is not scheduled for essential-to-life procedures should be evaluated through Telemedicine as priority
- Conduct and track inventory of [Personal Protective Equipment \(PPE\)](#) and Test Kits
- Ensure staff is properly trained in [nasopharyngeal swabbing](#)
- Locate well-ventilated areas in or around your practice to examine and screen patients safely
 - Outdoor area such as a parking lot with tent
 - Indoor designated room (Consider HVAC, exhaust capability)
- Locate non-office-based local entities to refer patients for testing
- Ensure adequate environmental cleaning products and procedures for all clinical and waiting room areas; educate minimal person-to-person contact

PATIENT EDUCATION (Outreach Guide coming soon)

- Post signage outside of entrances and in waiting rooms about prevention
- Reach out and educate your patient population via [waiting room flyers](#), [patient flyers](#), Patient Portal, telephone, email, and social media
- Encourage patients to call ahead prior to visiting in person and promote Telemedicine services
- Educate patients with cough to wear a mask

Resources for Providers

- [CDC Evaluation and Testing Criteria](#)
- MDH Webinars
 - 3/12/20: [Slides](#) | [Recording](#);
 - 3/16/20: [Slides](#) | [Recording](#)
 - 3/17/20: [Slides](#) | [Recording](#)
 - 3/18/20: [Slides](#) | [Recording](#)
 - 3/19/20: [Slides](#) | [Recording](#)
- Register for Upcoming Webinars:
[3/23](#), [3/24](#), [3/25](#), [3/26](#), [3/27 \(12 PM\)](#)
- [CDC](#): Print Resources for Clinic, Patient Handout for Home Care Tips
- [Telemedicine and Prescribing](#)
[Controlled Substances Guidance](#)

Resources for Medical Support Staff

- [MDH Patient Education One-Pager](#) (English/Spanish)

Resources for Care Managers

- Care Manager Outreach Workflow Guide (coming soon)

Resources for Billers

- [Medicare Telemedicine Services Fact Sheet](#) (HCPCS/CPT Codes); [FAQs](#)
- [Medicaid](#)
- Commercial Plans: [CareFirst](#) (02.01.072A)
- [MDPCP Billing Resource Guide](#)

General Resources

- [Maryland Department of Health](#)
- [Local Health Departments](#)
- MDH FAQs and FAQs for Older Adults (coming soon)
- [CDC](#)