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 AWVs 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
- 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