


COVID-19


NORM Townhall

March 18, 2020



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WEBINAR NOTES




Attendee Control Panel
(Collapsed View)

The webinar software may revert to Collapsed View automatically after a few minutes.

To Switch Between Full View and Collapsed View Click The Orange Arrow



Attendee Control Panel
(Full View)



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ATTENTION

This webinar contains ideas for consideration during this pandemic.

It is the responsibility of all attendees to check with the proper federal, state and local agencies to ensure full compliance.

Additionally, attendees must check medical policy, coding guidelines and documentation requirements for all payers with whom they do business.



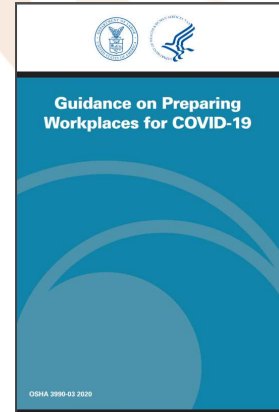
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A graphic with a dark blue background. On the left, there is a large, stylized circular emblem. The emblem consists of a grey circle containing four white silhouettes of people (two men and two women) standing in a row and holding hands. This grey circle is set within a larger, orange-bordered circle that is partially obscured by a dark blue swoosh. To the right of the emblem, the text "PROTECTING YOUR WORKFORCE" is written in a large, white, serif font, stacked in three lines. In the bottom right corner, the NORM logo is displayed, including the acronym "NORM" and the full name "National Organization of Rheumatology Managers" in a smaller white font.

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YOUR WORKFORCE

- What is OSHA saying?
 - Identify how COVID-19 could affect your workplace
 - Classify a worker's risk of exposure in the workplace
 - Take steps to reduce worker risk of exposure
 - Understand infection prevention recommendations for suspected or confirmed COVID-19 patients in a healthcare setting. (see CDC Infection Control Handout)
- What is the US Department of Labor saying?
 - List of FAQs about leave & sick pay during a pandemic
 - <https://www.dol.gov/agencies/whd/fmla/pandemic>



YOUR WORKFORCE

- Is Telecommuting an option for some employees?
 - VPN Networks
 - Work Laptops
 - Hosted EHR systems
 - Voice Over IP Phones (or forwarding phone to mobile)
 - *67 if using a personal phone for business use
 - Use HIPAA compliant forms of communication
- Be aware: there is House legislation which requires an employer to provide up to 14 days of extra sick pay during the pandemic. (H.R. 6201)
- The US Senate is looking at proposals of their own.
- Some states are making provisions to accept unemployment claims for people out of work while employers are shutdown due to COVID-19




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YOUR PATIENTS

Considerations For Infection Prevention

- Removing magazines from the entire clinic
- Removing clipboards and pens; taking all patient info verbally
- Removing some lobby chairs to create distance
- Restricting visitors allowed in with patients (not allowed in lobby either)
- Restricting other visitors like reps
- Discontinuing patient beverage service
- Money/check/credit card handlers wearing gloves
- Taking temperature & interviewing patients at check-in
- Enhanced, frequent disinfecting efforts around the clinic
- Utilizing telephone, patient portal and/or telehealth visits
- Minimizing use of employee breakroom



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YOUR PATIENTS

- If your practice encounters a patient who employees suspect may have symptoms of COVID-19 what is your protocol??
- Has your team been recently trained on putting on and taking off infected PPE? (see CDC-PPE handout)
- Be sure you are not discriminating when assessing patients for symptoms of COVID-19; use the same assessment protocol for all patients!



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TELEHEALTH

Telephone

- Easiest, in terms of setup and available technology
- Has many limitations
- For many payers, reimbursement is much lower compared to a typical E&M
- **G2012 or 99441-99443**

Patient Portal “e-visits”

- Must have setup through your EMR
- Has many limitations
- For many payers, reimbursement is lower compared to a typical E&M if the code is even payable
- **99421 – 99423**

Telemedicine

- Secure synchronous audio/video; usually setup through an outside service
- Has some limitations
- If allowed by payer, it typically reimburses the same as an E&M
- **Use modifiers and different location code along with professional E&M codes**

WARNING: Check all medical policies, codes and documentation requirements for all payers



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TELEHEALTH

- **Otto Health**
HIPAA compliant telemedicine communication platform
- **Chironhealth.com**
HIPAA compliant telemedicine communication platform
- **Doxy.me**
HIPAA compliant telemedicine communication platform *with free option*
- **Doximity.com**
App that changes the Caller ID so it appears the call originated from the office. It is free to sign up.
- **WhatsApp**
Encrypted, but non-HIPAA compliant audio & video platform; note the callers phone number will be revealed to the patient.
- **Other Non-Secure Communication Platforms** (temporary allowance from HHS)
<https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>



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TELEHEALTH



The American Medical Association recommends checking with your malpractice insurance carrier to ensure your policy covers providing care via telemedicine

A white icon of a wheelchair inside a grey circle, which is set against a larger blue circle with orange curved borders, representing supply chain or accessibility.

SUPPLY CHAIN

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SUPPLY CHAIN

Medical/Surgical Supplies

- All personal protective equipment (masks, gloves, gowns, face shields, sanitizer, soap, wipes, etc) are on backorder or allocation. No end in sight.

Office Supplies

- Shortage on personal hygiene products
- Shortage on consumer-grade disinfecting products
- Shortage on some shelf-stable food items

Specialty Medication

- No expected shortage or shipping delays reported at this time.



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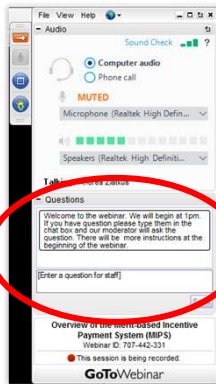
A vintage-style silver microphone is centered within a circular frame. The background behind the microphone is a warm, bokeh-style light pattern in shades of orange and yellow. The entire graphic is set against a dark blue background with a large, stylized orange and blue circular design element on the left side.

LET'S HEAR FROM YOU

The logo for the National Organization of Rheumatology Managers (NORM) features the acronym "NORM" in a bold, white, sans-serif font. To the right of the text is a circular icon composed of three concentric, overlapping semi-circles in shades of blue and orange. Below the acronym, the full name "National Organization of Rheumatology Managers" is written in a smaller, white, sans-serif font.

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OPEN MIC



During the Open Mic You Have Two Options:

1. Type your question into the window at any time during the Town Hall and the moderator will ask your question

OR

2. Click Button To "Raise Your Hand" and the moderator will announce your name and unmute your line so you may make your comment question live.

RESOURCES

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RESOURCES

- A collection of COVID-19 resources at normgroup.org under the RESOURCES tab
- Download documents from HANDOUTS section of the webinar control panel
- Look to other trusted resources like NICA, ACR, AMA and your super groups and medical service organizations