COVID-19 Daily Update

Maryland Department of Health

Maryland Primary Care Program

Program Management Office

March 17, 2020

Key Takeaways for MDPCP Practices

❖ You are on the front line against COVID-19 in Maryland

❖ This epidemic most seriously affects the high-risk and elderly population, many of your patients

❖ You are uniquely positioned to identify this at-risk population, provide information to them, and serve their healthcare needs through telehealth and telemedicine

❖ No one can do this better than you!

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Agenda

❖ Today's key updates

❖ Identifying and outreach to high-risk patients

❖ Clinical decision-making for testing candidates

❖ Testing site updates

❖ CDC guidelines for case management

❖ Telemedicine updates

❖ General guidelines

❖ Resources

❖ Q/A

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Today's Key Updates

❖ COVID-19 continues to spread in Maryland, mainly through community transmission

❖ As of early 3/17/20, 58 confirmed cases of COVID-19 infection had been identified in Maryland, a 54% increase over yesterday's caseload

❖ This increase in number of cases is due to expanding infection, as well as a growing number of viral tests implemented

❖ No case has been identified among people aged 0-18 years

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Identifying and Outreach to High-Risk Patients

Identify:

❖ Use data from CRISP and EMR to identify

❖ Use clinical intuition

❖ Use Pre-AH tool

  ➢ Avoid unnecessary ED, Urgent Care and Hospital visits

    ✓ Contagion
    ✓ Overcrowding

Outreach:

❖ Call chronically ill, frail, elderly, DM, COPD, ESRD, immunocompromised, etc.

❖ Care Team intervenes as appropriate

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Clinical Decision-Making for Testing

❖ Algorithms

➢ Limit to those who currently need testing

➢ Assess in both home and office visits

➢ May change over time as supplies become more available – "Do I have the following?"

✓ Personal Protective Equipment (PPE)

✓ Test Kits

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CDC Guidelines for Evaluation

❖ Clinicians should use **their judgment** and [CDC guidelines](#) to determine if a patient has signs and symptoms suggestive of COVID-19 infection and whether the patient should be tested.

❖ Decisions on which patients receive testing should be based on the local epidemiology of COVID-19, underlying clinical condition, as well as the clinical course of illness.

❖ Most patients with confirmed COVID-19 have developed fever and/or symptoms of acute respiratory illness (e.g. cough, difficulty breathing).

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Testing Sites and Labs

❖ Hospital and other drive-thru locations rapidly being established

❖ Commercial labs test, but do not collect samples
  - ➢ LabCorp
  - ➢ Quest Diagnostics
  - ➢ Others to be determined

❖ State labs test - only by direction from local health departments

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Non-office-based Testing Sites

❖ Requirements differ by site

❖ Requires provider order

❖ May require lab requisition for processing

❖ Scheduled appointments

❖ Central call centers

❖ Some coordination with local health departments for individuals who have no provider

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CDC Guidelines for Management

❖ Healthy people can be monitored, self-isolated at home

❖ People at higher risk should contact health care providers early, even if illness is mild

❖ Older adults and people with severe underlying chronic medical conditions are at higher risk, need closer contact

❖ Emergency Department and Hospitals only when needed- not for screening or low risk/minimal disease

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Telemedicine and Home Treatment

❖ Telemedicine and home treatment are highly recommended and strongly encouraged!- resources on MDPCP website, including free simple version(s)

❖ CMMS has lifted the HIPAA and geographic restrictions on telemedicine

> ➢ Practices are allowed to communicate with patients on all health matters using all possible means including telephone, email, Facetime, Skype, etc.
>
> ➢ Clinicians can bill immediately for dates of service starting March 6, 2020
>
> ➢ Telehealth services are paid under the Physician Fee Schedule at the same amount as in-person services
>
> ➢ Providers can reduce or waive cost-sharing for telehealth visits paid by federal healthcare programs

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Communications

❖ To all patients
- ➤ Call ahead

❖ To Moderate and high-risk patients
- ➤Call ahead and maximize social distancing

❖ Templates and consistent messaging
- ➤ State-provided
- ➤ Independent

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MDPCP Survey and Questions for the PMO

❖MDPCP COVID-19 Equipment Survey

➢Please follow this link to access and complete a brief survey of your anticipated COVID-19-related equipment over the next 30 days: https://docs.google.com/forms/d/15YNdcoY9XIRuZ8JNjX2mhFC_mjt91mvYLlPU_ybacVE/edit?ts=5e712a91

❖Outside of Q&A following webinars, please feel free to send questions to the PMO's main inbox

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Provider, Staff and Patient Safety

❖ Preparing the office - call ahead
- ➢ Designated room
- ➢ Masks for patients with cough
- ➢ Triage out of waiting areas

❖ Rooming the patient
- ➢ Closed door, well-ventilated
- ➢ Possible outdoor screening
- ➢ Minimal contact

❖ Cleaning and hygiene – COVID-19 is viable on surfaces for up to 72 hours

❖ Remote care and monitoring preferred for high-risk patients as appropriate

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Social Distancing at Home and in Public

❖ Keep at least 3 feet from others generally, 6 feet from people who are sick

❖ Avoid touching face and mouth

❖ Limit face-to-face contact

❖ If you have a family member who is sick, stay home as well if told to do so by public health official or healthcare provider (Voluntary Home Quarantine)

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Staying Current - Sources

❖ CDC

❖ MDH website

❖ Local Health Departments

❖ CONNECT

❖ Clinician Letters

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Questions and Answers

Please type into the Questions box on the right side of your screen.

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Resources and References

❖ Maryland Department of Health Coronavirus Website (https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx)

❖ CDC Coronavirus Website (https://www.cdc.gov/coronavirus/2019-nCoV/index.html)

❖ CDC Interim Guidance for Homes and Communities (https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html)

❖ CDC Interim Guidance for Businesses (https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html)

❖ CDC Interim Guidance for Childcare and Schools (https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-for-schools.html)

❖ CDC Travel Website (https://wwwnc.cdc.gov/travel/)

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Resources for Specific Groups

❖ Community- and Faith-Based Organizations (https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-community-faith-organizations.html)

❖ Mass Gatherings and Large Community Events (https://www.cdc.gov/coronavirus/2019-ncov/community/mass-gatherings-ready-for-covid-19.html)

❖ Non-Pharmaceutical Interventions for Specific Groups (https://www.cdc.gov/nonpharmaceutical-interventions/index.html)

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