

## **Borgmeyer, Sue**

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**From:** Taft, Chelsey  
**Sent:** Wednesday, April 8, 2020 3:27 PM  
**To:** Employees  
**Cc:** cmccune@goaging.org  
**Subject:** Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE

## **Wednesday April 8th, 2020 – Coronavirus Update** **Please note anything highlighted in blue is new information**

### **Goal 1: Keep employees healthy and safe**

- A. Training has been provided on donning and doffing PPE.
  - a. Please see Donning & Doffing Training Videos - P:\Staff\COVID-19 Plan and Process\Training\Videos.
- B. Employees are asked to stay home if sick. Katy Trail has instituted a policy that any employees calling in sick with a respiratory or GI symptoms accompanied by fever will be granted paid time off. This will not affect your current PTO or EIB time.
- C. During this time, emotional support may be needed and our BHC's are here to assist you.
  - a. If assistance is needed please reach out to your manager and they will give you the assigned BHC number for that day.
- D. Establishing the following policies:
  - a. Interpretation and Communication
  - b. Pre-Entry Screening Process
  - c. Staff Health Monitoring – Dental Triage Float
  - d. Nurse Line Monitoring
  - e. Cleaning Checklist
  - f. Clinic Room Turnover & Supply Chain
  - g. Return to Work
  - h. Technology
- E. Sneeze Screens have been built and are being put into place today and tomorrow.
- F. Hand Sanitizer will be available to all employees soon. We are waiting on the spray bottles to arrive and then we will be distributing to all sites.
- G. The CDC recommends that everyone should wear a mask to prevent exposure. Cloth mask are being donated to our clinics, please take one and wear it.
- H. Stay At Home Order - Be sure to carry your COVID-19 Essential Employee Letter with you when traveling to/from work.
- I. Protect Yourself:
  - a. Bring an extra change of clothes with you to work and change before leaving for the day or remove your clothes in your garage and place them in the wash immediately.
  - b. Keep a pair of work shoes here at all times and change them out before heading home.
  - c. Lockers are available for your personal items.

### **Goal 2: Keep possible COVID-19 patients from spreading illness to the community**

- A. Signs are posted at all entrances and are updated as needed. Signs are in English, Spanish, and Russian. Updated front door signs were provided today and have been posted in all clinics.
- B. Screening patients during the scheduling process and when checking in the patient.

- a. The screening questions during scheduling are being compared to screening questions at check-in.
- b. If there are any discrepancies, the PSR will notify the care team.
- C. Secured test for all sites.
- D. Tents are up in all locations and ready to be used.
- E. Patients are being referred to the Tracfone number. The care team will be directing these patient to tent location for evaluation and determining patients risk/requirements for COVID-19 testing.
- F. As more test become available we will shift to testing as many patients as possible.
- G. When calling patients regarding negative COVID-19 test results. Please address if there symptoms are getting better, the same, or worsening. If patient states there symptoms are the same or getting worse please notify the provider and an appointment may be needed.
  - a. COVID-19 test sensitivity is not 100%. It is important to address their symptoms and determine if further action is needed.
  - b. Scripting will be provided.

**Goal 3: Continue to provide high quality of care to our patients and our communities patients by using science to guide prevention, testing, and treatment**

- A. Relaxed medication prescribing for chronic care patients
- B. All Behavioral Health appointments will be held virtually.
- C. The goal is to begin scheduling virtual/phone visits for medical providers to see well (except well child appt) and acute patients.
  - a. Scripting will be provided to staff.
- D. Implementing Zoom appointments for physically healthy behavioral health patients
- E. Communicating regularly through social media regarding what we are doing to prepare/prevent for the Coronavirus
- F. All clinics will be closing at 5:00 p.m. each day.
- G. HELPDESK LINE: If your site manager is not readily available and you are feeling overwhelmed, please contact the Helpdesk at 660-619-8589 from 8a-5p.
  - a. Medical Records and Referrals will be assisting with the Helpdesk Line.
- H. LabCorp Test Availability:
  - a. Marshall: 8 test
  - b. Sedalia: 10 test
  - c. Versailles: 10 test
  - d. Warsaw: 7 test
- I. Quest Test Availability:
  - a. Marshall: 0
  - b. Sedalia: 20
  - c. Versailles: 20
  - d. Warsaw: 0
- J. Remember to let the Health Department know that you tested a patient for COVID. Let Dr. Turner know as well. Once this is reported to the Health Department they will follow up with the patient.
  - i. Please note: Morgan County Health Department would like a copy of the visit summary faxed to Ashley at 573-378-7375
- K. COVID-19 Testing for First Responders:
  - a. Testing for COVID-19 is available to first responders who meet two criteria: 1) close contact with a suspected COVID-19 patient, and 2) symptoms such as fever, cough or shortness of breath. First responders can ask their health care providers to call the COVID-19 24-hour hotline at 877-435-8411 to request testing. If the individual is approved for testing, the hotline representatives will assist with the

completion of a person under investigation form and send a copy to the Missouri State Public Health Laboratory.

- L. Registration, Medical history, and Sliding Fee forms are located on Katy Trail's website for patient access by end of week.
- M. New policies will be placed on the intranet for easy access to staff members that are off site.
- N. Dr. Kashani will be seeing well patients ages newborn – 4 months in the dental RV. This is a vulnerable age and these patients need to be immunized. Staff is working to fill the schedule.
- O. Kirstin Bright and Jennifer Buckingham will be completing virtual Annual Wellness Visits.
- P. Looking into utilizing GeneTrait as another laboratory to send COVID test.
  - a. GeneTrait is located out of Columbia and they offer a 24 hour turnaround. All specimens will be collection nasopharyngeal.
  - b. Received 50 test kits and portal access. Process being created today and will be shared with you.

#### **Goal 4: Contribute to the community efforts to address the crisis**

- A. Handing out food boxes to Katy Trail patients that we test for COVID-19 and are quarantined
- B. Reaching out to food pantries in other counties and seeing how we can assist them
- C. Participating daily in the Incident Command Meeting
- D. In this Public Health crisis, the goal is to be able to take care of patients in order to keep them from overwhelming the Emergency Department. We can do our part by taking care of patients with medical issues that we can handle here at Katy Trail, and this will decrease the burden of the Emergency Department staff.

#### **Goal 5: Assure our financial security in order to sustain our services**

- A. Steve is preparing a projection of impact over the next several months
- B. Applied for the Missouri Foundation for Health Grant (\$150,000)
- C. HRSA emergency dollars projected in April
- D. Track everything all expenses to COVID
- E. How long can we pay for people who are not working?
- F. State Medicaid agency has changed how we are getting reimbursed to number of patients being taken care of with intent to provide cash flow due to lower volumes
- G. Continue case management
- H. Payroll Protection Act – has applied for this loan which may turn into a grant; definite rules have not been finalized
- I. Small Business Loan - Application has been submitted.
- J. Emergency Funds-investigating how these funds may be used.

#### **Oral Health Update from Dr. Vandevender and Mendy:**

KTCH Oral Health has changed its normal operations in a response to the COVID-19 Pandemic. The Oral Health Team has implemented and complied with recommendations provided by the American Dental Association (ADA) and the CDC. These recommendations are very clear that dentists all over the country should only see patients in office for emergent or urgent dental conditions. The recommendation to maintain reduced oral health services to emergent or urgent is in effect until at least April 30<sup>th</sup>, 2020. What qualifies as emergent or urgent is clearly outlined for dentists. The purpose of the guidelines are 3 fold:

1. To protect patients and the community from the spread of COVID-19
2. To protect staff from exposure to COVID-19
3. To reduce the use of PPE to increase availability to medical professionals

It is readily recognized that dental procedures create aerosols, putting dental staff at an increased risk of exposure to COVID-19 during most dental appointments.

We are taking extra precautions in addition to our standard precautions to ensure staff safety:

1. N95 masks for all appointments
  2. Face shields for procedures creating aerosols
  3. Disposable gowns for every patient
  4. Spacing out appointment times when possible and limiting the visit to the patient only or one parent plus the patient if a child.
  5. Limiting use of an operatory to once every 3 hours to ensure any lingering aerosols are no longer viable
  6. Implementing teledentistry and screening all patients with a chief complaint via phone, picture text, or video conferencing. If possible, treating the patient's need via teledentistry.
  7. If treating in office, addressing the urgent need as minimally invasive as possible, avoiding high aerosol generating tools such as high speed handpieces and suction when possible.
- We have a dental assistant(s) and dentist available during all business hours to triage and assess patients who have emergent or urgent dental needs.
  - Updating the process to include that N95 mask can be reused after 96 hours in crisis situations.
  - Trying to obtain face shields that will protect staff and be manageable for providers when loupes are needed. **Update: face shields have been ordered.**
  - Updates to "Established Medical Patient Dental Emergency Referral Process." Please review at <P:\Staff\COVID-19 Plan and Process\Dental\Covid-19 Clinical Process.docx>

#### **To our providers:**

1. DHSS Provider Line: 877-435-8411
2. DHSS at 800-392-0272 (24/7) to immediately report any patients who meet criteria for evaluation as a Patient Under Investigation (PUI) for 2019-nCoV
3. Providers are meeting via Zoom daily from 12:25 to 12:45
4. Message from Dr. Turner:
  - a. Continue to follow CDC guidelines for COVID-19 testing, although guidelines are slightly relaxed. More and more cases will be community acquired than travel related. Therefore, if a patient that you have seen previously for respiratory symptoms is not improving and returns for an appointment consider testing. Encourage your team to look at schedules to recognize any of these patients. If so, call the patient, have them wait in the parking lot, give them the Tracfone number to call when they arrive. As this patient will be assessed outside.
5. Heather Emilio has reported that she is unable to send out external referrals. Heather will hold onto these referrals until further notice.
6. Employers requesting that their employees get tested:
  - a. If the patient does not qualify for COVID testing, please provide the patient with a letter.
  - b. Dr. Turner suggests: "Patient has been assessed for respiratory symptoms. At this time they do not meet testing requirements." As advised by the CDC we recommend that patients with respiratory symptoms patients stay at home and minimize contact with others to avoid spreading infection.
7. Due to no late nights, your clinical hours have be adjusted. Your site manager will be sharing the schedules with you.
8. Complete all follow up labs in patient's vehicle to minimize exposure.
9. Telephone-Only visits for Medicare do not qualify as telehealth at this time but we can bill at a reduced rate using code G0071.
10. Telehealth visits for Medicaid and Medicaid Managed Care are reimbursed based on office visit code.
11. With the change in weather, alternative rooms in each location will be discussed at tomorrow's 12:25 meeting.

12. Health Department Criteria for testing healthcare personnel
  - a. Use State Test if healthcare personnel has symptoms and has been exposed to someone with a positive COVID-19 test.
  - b. Contact your local HD for State Testing
13. LabCorp has a 8-9 day turnaround for COVID-19 results. Will be utilizing Quest Diagnostics once accounts are setup.
14. Medical Records is sending all COVID-19 test results to the provider inbox, this includes test results that were completed by an outside facility.
  - a. If medical records identifies a positive COVID-19 test result they will reach out to the site manager and Chelsey Taft and we will notify provider immediately.
15. If two encounters with the same service line, on the same day is completed. The face to face encounter would be billed.

### **Standing Items:**

1. Coronavirus Plan/Process Document located at **P:\Staff\COVID-19 Plan and Process**
2. 24 Hour Hotline Number for clinical staff is 877-435-8411
  - a. Please utilize the hotline number before contacting your local Health Department. Our local Health Departments are becoming overwhelmed with calls. This hotline number may allow for a quicker response.

### **3. Cases Reported in U.S.**

- a. As of today, there has been a total of 395,011 COVID-19 cases in the United States. Please see map below of states reporting COVID-19 cases.

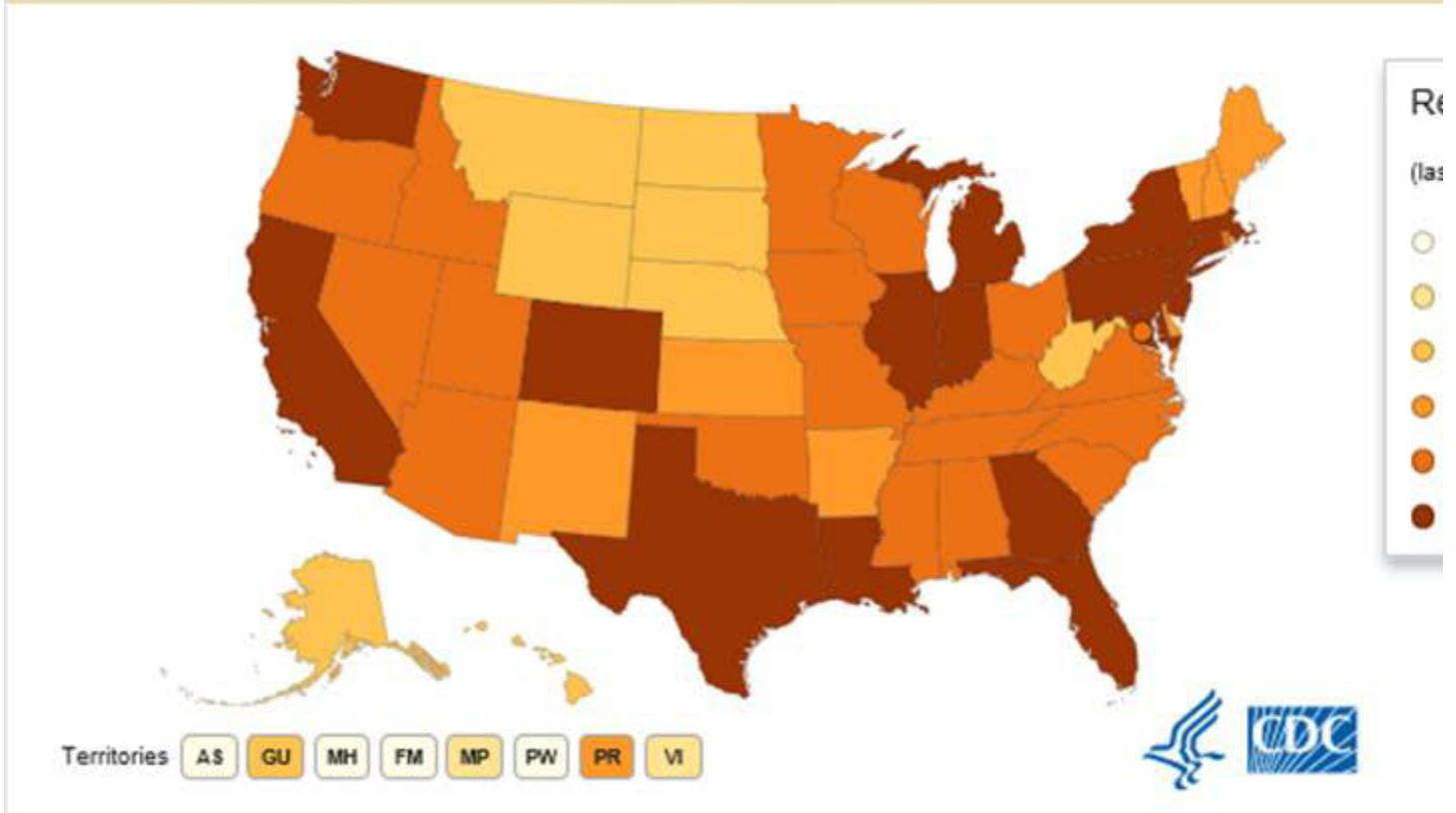
### **4. In Missouri:**

- a. 3,327 positive COVID-19 cases

### **5. Katy Trail has test 41 patients for COVID-19 –**

- a. Sedalia tested 16 patients
- b. Warsaw tested: 14 patients
- c. Versailles tested: 10 patients
- d. Marshall tested: 1

# States Reporting Cases of COVID-19 to CDC\*



Thank you,

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