

**From:** Taft, Chelsey  
**Sent:** Thursday, April 16, 2020 3:41 PM  
**To:** Employees  
**Subject:** Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE

**Thursday April 16th, 2020 – Coronavirus Update** **Please note anything highlighted in blue is new information**

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

- A. 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.
- B. 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.
- C. 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.
- D. Emergency Response: please don appropriate PPE before responding to a medical emergency. Appropriate PPE would include: surgical mask, gloves, and gown.

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

- A. 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.

**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. LabCorp Test Availability:
  - a. Marshall: 8 test
  - b. Sedalia: 5 test
  - c. Versailles: 6 test
  - d. Warsaw: 11 test
- B. Quest Test Availability:
  - a. Marshall: 3
  - b. Sedalia: 12
  - c. Versailles: 20
  - d. Warsaw: 5
- C. GeneTrait testing is being reserved for community and staff testing due to the 24 hour turnaround time. If a Katy Trail patient needs to be tested outside the community testing hours, please do so. LabCorp and Quest are available to utilize. We need to continue utilizing these laboratories as well to continue to get testing supplies.
- D. Number of patients seen during the community testing hours:
  - a. Marshal: Community testing not open today

- b. Sedalia: 6 individuals tested
  - c. Versailles: 2 individuals tested
  - d. Warsaw: 2 individuals tested
- E. Please be mindful when filling out laboratory requisition forms and specimen labels. Please verify that the patients name is spelled correctly, the date of birth is correct, and you verify this information with IMS.
- a. This is really important. If these forms are not filled out correctly and verified, we are unable to match the test results with patients in IMS.
- F. When couriering specimens, please make sure that you have the appropriate supplies: KTCH (green) rolling cooler and multiple freezer packs.
- a. Unless you are notified differently, Bothwell does not need us to pick up daily GeneTrait specimens. If they have a specimen that needs to be taken to GeneTrait, they will inform us.

**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

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

- A. Track everything all expenses to COVID
- B. 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
- C. Continue case management
- D. Small Business Loan – Katy Trail has been approved.

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

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\Established medical patient referrals for dental ER
- Guidelines have changed for N95 masks: If dental providers do not have N95 masks available there are unable to provide services to patients.
- Process change for established medical patients to be seen for a dental emergency:
  - If the medical PSR receives a call from a patient with a chief complaint of a toothache. The medical PSR can send the patient directly to the dental PSR to be triaged. A Zoom medical appointment for a referral is not needed.

**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. BCBS is now allowing phone visits to be billed like a face to face virtual visit so select the appropriate E&M code like Medicaid.
4. Some commercial insurances are still requiring a telephone visit code.
5. A telephone visit for a Medicare patient requires the G code but remember a face to face with a Medicare patient is also and E&M code charge.

**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

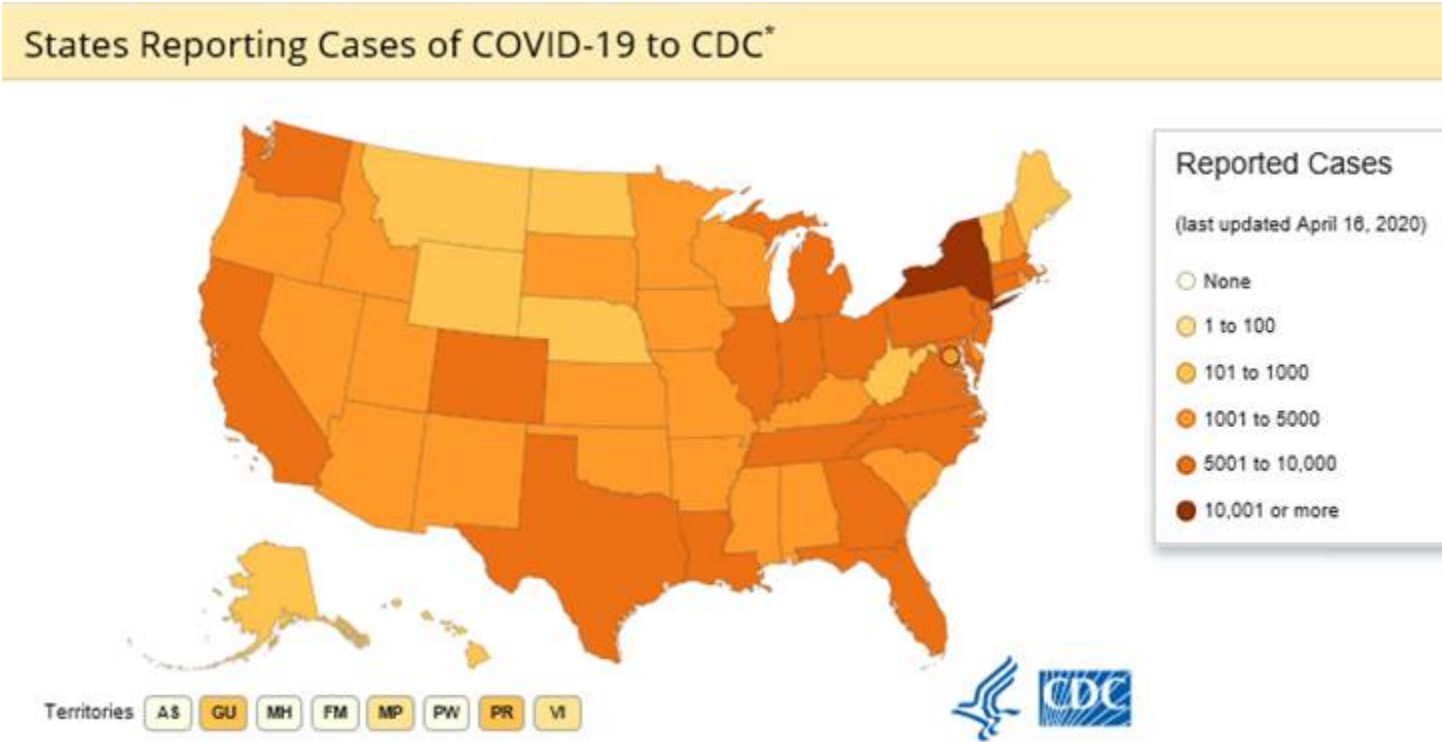
- a. Please utilize the hotline number before contacting your local Health Department. Our local Health Departments are becoming overwhelmed with calls. This hotline number may allow for a quicker response.

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

- a. As of today, there has been a total of 632,548 COVID-19 cases in the United States. Please see map below of states reporting COVID-19 cases.

**4. In Missouri:**

- a. 5,111 positive COVID-19 cases



Thank you,  
**Chelsey Taft, RN**  
Quality Improvement & Population Health Director  
821 Westwood Drive  
Sedalia, MO 65301  
660.826.4774 ext 812  
Fax: 888.979.8868  
[ctaft@katyhealth.org](mailto:ctaft@katyhealth.org)

