

COVID-19 Medical Practice Priority Checklist

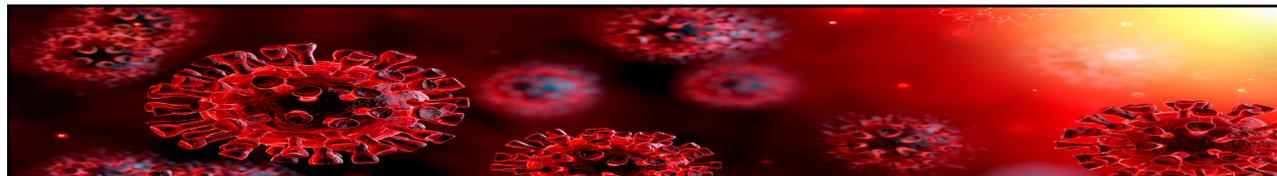
*Tips from leaders on the front lines in
Washington State*

March 24, 2020



Coordinated by  M3 SOLUTIONS, LLC
MARKETING - MEDICAL PRACTICE - ASSOCIATION MANAGEMENT

1



Moderator

Stephen A. Dickens, JD, FACMPE
Vice President
Medical Practice Services, SVMIC

steved@svmic.com



Panelist

James Hudson, FACMPE
CEO, Woodcreek Provider Services
President, WSMGMA

jhudson@woodcreekhealthcare.com



Panelist

Amber Pedersen, CMPE
Administrator, Valley OBGYN
Secretary, WSMGMA

amber@valobgyn.com



Panelist

Jennifer Tyler
Clinic Administrator,
Tumwater Family Practice Clinic
Member, WSMGMA

jennifert@tfpclinic.com



Coordinated by  M3 SOLUTIONS, LLC
MARKETING - MEDICAL PRACTICE - ASSOCIATION MANAGEMENT

2

Top Priorities

Finance

- Access to cash will be a critical factor in your clinics' ability to withstand the next six to twelve months.
- Negotiate longer payment terms with vendors.
- Negotiate reductions/abatement in rent.
- Review Insurance Policies.



3

Top Priorities

People

- Review your policies and procedures related to the following and ensure all are applied uniformly.
- Consider employee health impacts: where will your folks get tested once exposed? How will they go about filing a worker's comp claim?
- Will you provide any sort of paid leave to employees who are sidelined because of a positive test result?
- Employee temperature screening when they report to work.
- Remote work is hugely important – get your billing staff, phone operators, referral coordinators, triage nurses offsite if at all possible. Clinics will themselves be a vector for infection, so the less people you have around for exposed staff to interact with, the better.



4

Top Priorities

Quality

- Review and execute your Disaster Plan.
- Empty the reception area! Be a good steward of healthcare, we should not expose our patients to crowds unnecessarily in our reception area.
- PPE conservation will be critical when this hits your community! You simply cannot have enough gloves, masks, gowns and sanitizer in stock. This is the biggest challenge we've faced so far and it's made us tackle things in ways we never expected, like keeping a single person garbed to collect NP swabs or having staff reuse N95 respirators because we have so few disposable masks.
- As the outbreak takes hold, you'll want to protect healthy patients – screening before entry into the clinic and then masking symptomatic patients is the standard around here.



5

Top Priorities

Service

- Consider wholly new approaches to workflow: do patients really have to stand at the front desk to update registration info, or can they do that via the phone the day before?
- How fast can you implement telemedicine?
 - Brush up on telemedicine billing rules for your state right now!
- Workflow
 - Ensure your practice has COVID-19 signage posted.
 - Redeploy staff resources.
 - Monitor cancellations and adopt strategies for daily schedules.
 - Daily huddle to assess workflow issues and get input from staff.



6

Top Priorities

Additional Considerations

- Speed not perfection
 - Select point people to make decisions for the organization in real time.
 - Get updated information out as quickly as possible, make corrections as you go.
 - Be prepared to change things if they are not working, flexibility will be key.
 - Allow staff to take on your smaller projects to help you so you can focus on the big picture.
- Communication
 - Be clear with new protocols to ensure people understand what is expected of them.
 - Listen when your employees have ideas or concerns.
 - Give feedback and thanks.
 - Apologize if you need to
- Practice compassion but be assertive with patients
 - Be kind, people are scared.
 - If someone shares something they appreciate, let them know how much it means
 - Back up your staff



7

This webinar will be available on demand if you would like to re-watch or share the recording

<https://statemgma.m3solutionsllc.com/>

Register for additional webinars this week

Wednesday, March 25

Billing for Physician Services During a Public Health Emergency

Thursday, March 26

HIPAA Rules During the COVID-19 Outbreak

Friday, March 27

Taking Care of Your Business: Creating a Recovery Mindset During Major Events



8