



COVID-19 Resource Guide for Primary Care Practices

HIGH PRIORITY ACTION ITEMS [TRIAGE]

- ☐ Reach out to your [high risk patients](#); check on their status and advise on how to prevent transmission of COVID-19; check on potential issues related to social isolation and reduction of access to care ([COVID-19 Practice Process Map](#))
 - Use your EMR to identify high risk patients
 - Use [CRISP Pre-AH](#) tool risk scores to identify MDPCP-attributed high risk patients
- ☐ Develop Triage process: [Patient Flow Guide](#); [CDC Phone Advice & Algorithm](#)
- ☐ Develop process to prioritize testing (Links: [3/26/20 MDH Letter to Clinicians](#); [BMJ Remote Assessment](#))
- ☐ Reschedule in-person non-essential medical and surgical procedures (e.g. Annual Wellness Visits) per [MD State Order](#); [CMS Guidelines](#)

CAPACITY BUILDING

- ☐ Set up capacity for Telemedicine: [Vendor List](#); [CMS Toolkit](#); [MHCC Readiness Assessment](#) *New
- ☐ Develop Telemedicine process: [Guide](#); [AAFP Coding Algorithm](#) *New
- ☐ Reschedule non-essential medical visits per [MD State Order](#)
 - Traditional office visits like AWWs and TCM Visits can be completed via Telemedicine with a –95 modifier
 - Any patient who has access to Telemedicine tools should be evaluated through Telemedicine as priority
- ☐ Conduct and track inventory of [Personal Protective Equipment \(PPE\)](#) and Test Kits ([PPE Request Form](#) to send to Local Health Department)
- ☐ Ensure staff is properly trained in [nasopharyngeal swabbing](#)
- ☐ Locate well-ventilated areas in or around your practice to examine and screen patients safely
 - Outdoor area such as a parking lot with tent
 - Indoor designated room (Consider HVAC, exhaust capability)
- ☐ Locate non-office-based local entities to refer patients for testing
- ☐ Ensure adequate environmental cleaning products and procedures for all clinical and waiting room areas; educate minimal person-to-person contact
- ☐ Ensure you have safety practices for staff who may have had exposure to a patient with suspected or confirmed COVID-19 ([CDC](#))

PATIENT EDUCATION ([Care Management Workflow](#))

- ☐ Post signage outside of entrances and in waiting rooms about prevention
- ☐ Reach out and educate your patient population via [waiting room flyers](#), [patient flyers](#), Patient Portal, telephone, email, and social media
- ☐ Encourage patients to call ahead prior to visiting in person and promote Telemedicine services

Resources for Providers

- [Communicate: Stay at Home Order](#)
- Evaluation & Testing: [CDC Criteria](#); [MDH Clinician Letter \(3/26\)](#)
- Testing: [VEIP Sites FAQs](#); [Non-Office Based](#)
- [MDH Past and Upcoming Webinars](#)
- [CDC](#): Print Resources for Patients
- [MDH](#), [MDPCP](#): Provider Resources
- [Telemedicine and Prescribing Controlled Substances Guidance](#)
- [CARES Act Provider Relief Fund](#)—Complete attestation within 30 days of receipt *New

Resources for Medical Support Staff

- [MDH Patient Education One-Pager](#) (English/Spanish)
- [Front Desk Triage Workflow](#)

Resources for Care Managers

- [Care Management Workflow](#)
- [COVID-19 Resources](#)

Resources for Billers

- [Medicare Telemedicine Services Fact Sheet](#) (HCPCS/CPT Codes); [FAQs](#)
- [Medicaid](#); [Audio-only](#)
- Commercial Plans: [CareFirst](#), [Cigna](#)
- [MDPCP Billing Resource Guide](#); [RS&F Webinar Recording \(4/9/20\)](#) *New

General Resources

- [MDH & Local Health Departments](#)
- MDH [FAQs](#) and [FAQs for Older Adults](#)
- [CDC](#)