



To: LaSalle Clinic Managers
From: LaSalle Medical Management
Date: April 3, 2020
Update No.: 202004-2
Re: Change to Appointment Center COVID-19 Triage Protocol

Inbound call volume has been reasonable and we have had success with phone consultations. We have the ability to accept an email picture from a patient. Building on this success, starting Friday 4/3/2020 we will offer patients a phone consultations without first sending a telephone encounter to providers.

Staff Impacted

- Appointment Center
- Medical Assistants
- Front Desk
- Providers

Health Programs Impacted

All Program except CDP and Presumptive Eligibility for pregnant women (as these require in office procedures).

Policy, Procedure or Workflow Changes and Clarifications

Notice: We will continue deferring well care outreach.

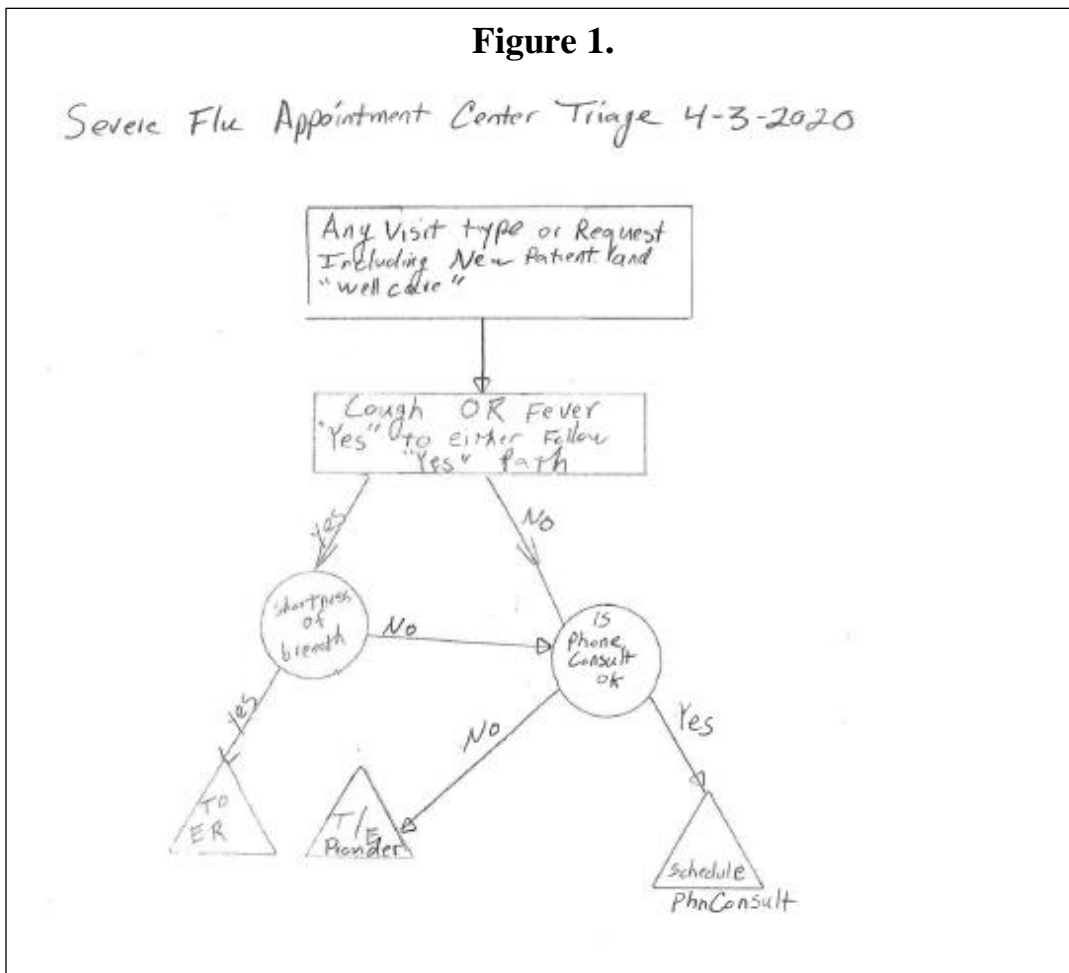
Effective Immediately

Appointment Center

Use the appointment setting workflow described in Figure 1 below. Follow these additional appointment setting requirements:

1. When appropriate, inform patients they may be asked to email the provider a picture.
2. A Phone Consult must be schedule at least 15 minutes into the future- but same shift OK.
3. Existing provider schedule start times, break times and shift end times as displayed in eCW must be followed.
4. No double booking of Phone Consults (except families), and a Phone Consult cannot be double booked next to a face-to-face office visit.
5. Family visits are permitted but all existing rules apply.

6. No visit type is currently excluded. So new patient visits that meet our existing Severe Flu Requirements are permitted.
7. Follow existing policies to balance patient-provider continuity and schedule availability.



Site Front Office

1. You may “load balance” schedules as usual
2. Process Phone Consultation appoints as per existing policy. This includes copay collection.
 - a. Occasionally, a provider’s initial discussion with a patient may lead to aborting the phone consultation and rescheduling the patient for a face-to-face visit. In this case, the copay collected for the phone consultation should be refunded.

Providers

1. If your Phone Consult results in you wanting to abort the Phone Consult and see the patient face-to-face,
 - a. Instruct the Front Office to refund any copay
 - b. Transfer the patient to the Front Office to schedule the appointment
 - c. Chart your Phone Consult as usual with all appropriate E&M codes. See communications from Dr. Emoto for additional eCW template options.

eCW Impact

None

Further Clarifications

If you need further clarification please contact the LaSalle Corporate Office. You may print a staff member policy and procedure acknowledgement at

http://policy.lasallemedical.com/index.php/Policy_and_Procedure_Aknowledgement