



**To: LaSalle Clinic Managers**  
**From: LaSalle Medical Management**  
**Date: May 8, 2020**  
**Update No.: 202005-1**  
**Re: Resuming Delayed Face-To-Face Care - Phase 1. Update to Policy 202004-2**

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This Policy Update details LaSalle’s implementation of Federal, State, local and health plan guidance for resuming Face-To-Face care during the course of the COVID-19 pandemic. This represents our current best thinking but is subject to change as the pandemic progresses and guidance evolves. This updates Policy Update No. 202004-2.

**Staff Impacted**

ALL

**Health Programs Impacted**

ALL

**Policy, Procedure or Workflow Changes and Clarifications**

Our path to resuming pre-COVID-19 regular face-to-face care will transition through at least three (3) phases. There will be a set of conditions necessary to transition into each phase called “Triggering Events”. Each phase will define a target population we intend to serve, services we intend to render and any changes in how we deliver that care.

**Important Considerations:**

1. Our approach is, as there are incremental reductions in the risks posed by the COVID-19 pandemic, LaSalle will have mirroring incremental reductions in restriction on routine care.
2. Changing conditions may warrant stepping back from any phase.

Continued below.

## Phase 1 “Under 2 Well Care”

Phase 1 Triggering Event		
Regional sentiment to begin resuming care. <b>Estimated start date: 5/13/2020</b>	<b>OR</b>	Federal, State, local or health plans recommend resuming face-to-face care defined for Phase 1.
<b>AND</b>		
Sufficient staff, PPE, and supplies for the week in question		

Phase 1: Populations To Serve and Services To Render		
	Services To Render	
Population	Face-To-Face	PhnConsult or TeleVisit
COVID-19 Asymptomatic less than 2 years of age	<ul style="list-style-type: none"> <li>Immunizations, CHDP related Labs</li> <li>Well Child Exams with standard periodicity schedule</li> <li>Provider directed sick care (after phone consult)</li> </ul>	<ul style="list-style-type: none"> <li>Routine Sick</li> <li>Medication Refill</li> </ul>
COVID-19 Asymptomatic children with acute or chronic NON-RESPIRATORY conditions	<b>No Change.</b> (Provider directed after Phone Consult)	
COVID-19 Asymptomatic adults with acute or chronic NON-RESPIRATORY conditions		
Asymptomatic women requiring contraception injections		

## How Care Is Delivered (Phase I)

What is Changing	What is NOT Changing
<ul style="list-style-type: none"> <li>Well Child visits for those under 2 will begin face to face. Outreach will occur. Appointment Center will schedule only asymptomatic patients per Figure 1 below.</li> <li>Well Care will be scheduled during the AM shift only. All provider directed sick care will be in the PM Shift, including adult visits.</li> <li>All patients and caregivers must have a temperature check before progressing beyond</li> </ul>	<ul style="list-style-type: none"> <li>Current use of PhConsult and TeleVists.</li> <li>Face to Face sick care remains provider directed only</li> <li>All patients and caregivers permitted into the clinic must wear a face covering. LaSalle will issue a mask if necessary. Age exceptions apply.</li> <li>Only one caregiver per patient.</li> </ul>

<p>the front desk.</p> <ul style="list-style-type: none"> <li>• Neither patient nor caregiver running a temperature will be permitted into the clinic. We will continue to redirect anyone presenting with COVID-19 like symptoms.</li> <li>• Providers at closed sites will rotate in clinic vs remote as per their risk score.</li> </ul> <p>The following apply to AM shift Well Care.</p> <ul style="list-style-type: none"> <li>• Schedule 2 patients per hour per provider.</li> <li>• All care except vitaling will be rendered in the exam room including immunization and blood draws</li> <li>• Anticipate 2 exam rooms per on site provider to ensure room clean time.</li> <li>• Gowns are not required. Staff and provider judgment applies.</li> <li>• Where a “Clean Zone” exists, that should be used for patients age 6 months and younger. Follow existing Clean Zone PPE requirements.</li> <li>• During the day before chart prep, staff should attempt to complete the screenings over phone. A separate appointment for screenings and history will NOT be set.</li> <li>• Enhanced room and vital area cleaning as described in Infection Control-Back office Cleaning and Disinfecting Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Face to Face check-in, but wait in the car.</li> <li>• Staff use of masks.</li> <li>• Current provider scheduling of on-site vs remote remains unchanged. Anticipate at most one provider per specialty on site.</li> <li>• Continue to defer circumcisions.</li> <li>• Continue to defer nebulizer treatment</li> </ul>
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**Anticipated low frequency issues:**

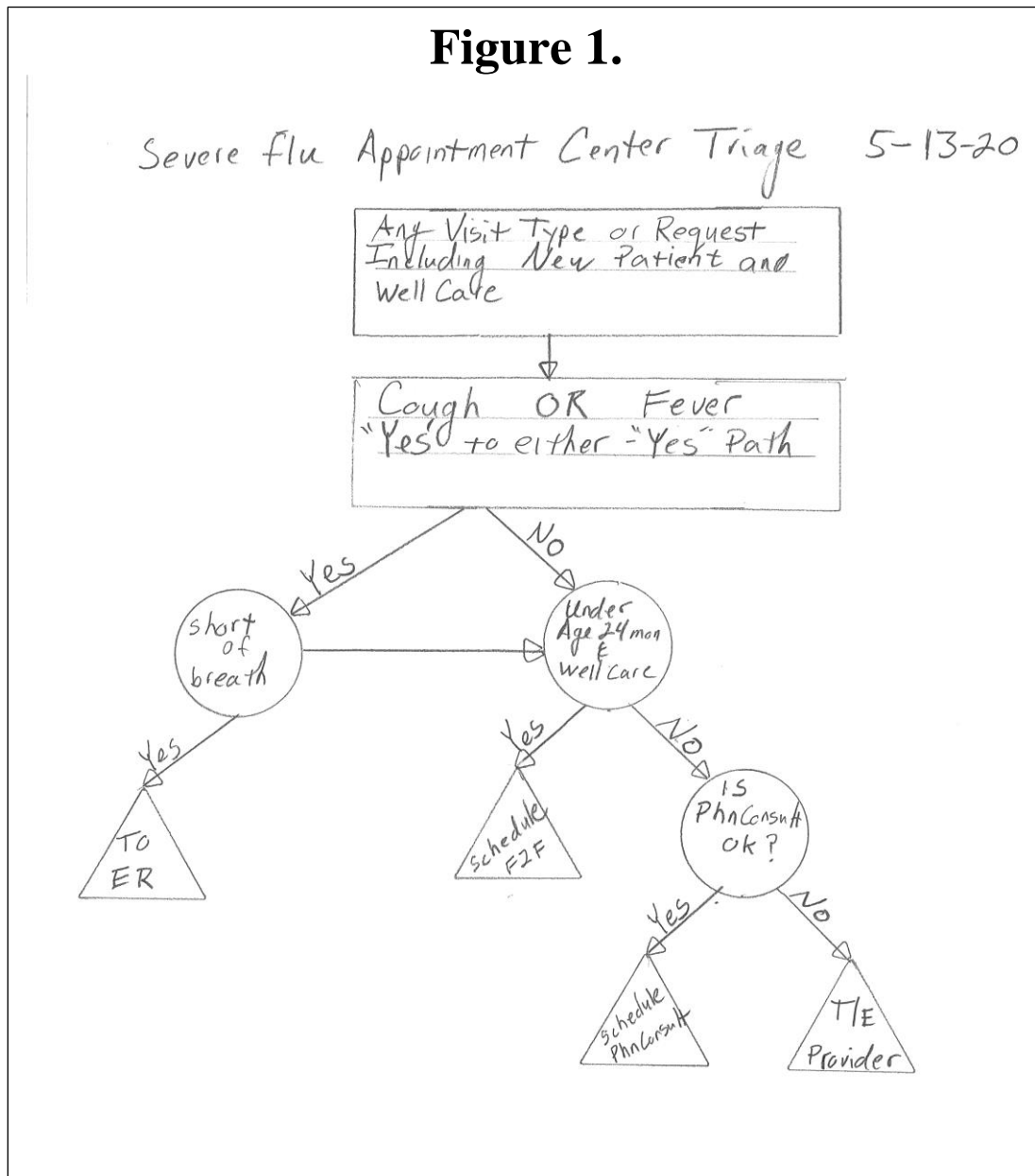
1. When a parent is running a temperature but a non-parent other adult caregiver is not, the non-parent may accompany the child.
2. When siblings over age 2 accompany an under 24 month patient, and the older sibling is due for well care then only immunizations should be given. Defer their full physical.
3. Other care may be rendered but nebulizer treatments cannot.

**Appointment Center Scheduling and Outreach**

The appointment setting workflow described in Policy Update 202004-2 is replaced with the the workflow described in Figure 1 below. Follow these additional appointment setting requirements:

1. Face-to-face well care is permitted in the AM shift only. No provider directed face-to-face sick care is permitted in the AM shift.

2. There will be no Clean Zone appointment slots. Sites will use judgment in determining which room is use for any particular patient. In general it is anticipated the Clean Zone rooms would be used for those under 6 months old. However a clean zone room cannot be used back to back as there is not enough clean time.
3. No prior PhnConsult requires for Well Care visit for those age 24 months and younger



4. No more than 2 face-to-face visits per hour per provider
5. Face-to-face visits will likely be on the hour and half hour. The last appointment will be 11:00 for a total of 7 appointment slots per provider.
6. Face-to-face visits and PhnConsults may be scheduled back to back.

7. Family visits are permitted but only if all children are younger than 24 months. Older children can only be scheduled for immunizations but not the full well child workup.
8. Existing provider schedule start times, break times and shift end times as displayed in ecw apply.
9. No double booking (except for families)
10. Use the appointment setting workflow described in Figure 1 below.
11. Any patient scheduled for a face-to-face visit must be told:
  - a. Only one adult permitted per patient
  - b. No one with a fever or COVID-19 like symptoms will be permitted in the clinic
  - c. Please do not bring strollers, car seats other bulky items.
  - d. Measures we are taking to keep patients as safe as possible:
    - i. 2 visits per hour
    - ii. All care in the room to minimize exposure
    - iii. No sick patients when well visits are scheduled.
12. Outreach will focus on the youngest first.

### **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\\_Acknowledgement](http://policy.lasallemedical.com/index.php/Policy_and_Procedure_Acknowledgement)