



**To: LaSalle Clinic Managers**  
**From: LaSalle Medical Management**  
**Date: June 15, 2020**  
**Update No.: 202006-1**  
**Re: Resuming Delayed Face-To-Face Care - Phase 1.75**

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Building on our progress resuming limited well care, this policy update details an expansion of well care availability and clarifies some specific services.

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.

**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.

**Staff Impacted**

ALL

**Health Programs Impacted**

ALL

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

**Phase 1.75 “Expanding Well Care For Those Under 13 Years”**

Estimated Start Date: June 15, 2020

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## How Care Is Delivered (Phase 1.75)

### What is Changing From Phase 1.5

- Pediatric well care will be expanded to the AM and PM shift 5 days a week. The last appointment slot every day will be reserved for provider directed sick care.
  - Sick slots cannot at this time be converted to well care
  - The eCW schedules will reflect these schedules
  - Patients already scheduled for well care will NOT be rescheduled – annotate Billing Notes.
  - Any provider with a different or special schedule will have that reflected in eCW.
- TB readings do not need an appointment. The patient may walk-in for a reading. Requesting one care giver per child.
- Provider Days Working Remotely for Each Risk Level is being adjusted for the current environmental risk level. **There is no change to those in the highest risk category.**
- We will NO LONGER schedule Sports Physicals for Phone Consults. Instead defer these until after July 13, 2020 if the patient is 13 or older. Children under age 13 may be seen in clinic for the Sports Physical.

### Clarifications

- Hearing and vision screenings continue to be deferred. However, patients with specific hearing or vision complaints may be screened as needed.
- Labs. We prefer to direct patients to LabCorp for routine labs. Our goal is to balance maintaining a safe environment and meeting individual patient's needs. To this end, if the patient is in the clinic for a physical or provider directed care, then providers may request that the following types of labs be drawn in the clinic: A) time-sensitive labs (e.g. neonatal bilirubin) or B) other labs where delaying to have patient go to an outside lab may impact care. Patients who need follow-up of abnormal labs should be directed to have those labs drawn at LabCorp. We ask that providers use discretion to balance these competing needs.
- Pre-Op and other clearances (pre-employment, military entrance) should not be deferred.
- We can schedule family appointments as long as there is one care giver per child, and both children are under age 12. The family appoints are limited to two children. Use good judgment for twins.
- Well care, including a Sports Physical may be scheduled in clinic for those under age 13.
- For those clinics serving both adults and children with separate waiting areas, provider directed adult sick care may occur during the same time as pediatric well care.
- We attempt to balance patient-provider continuity - timely access to care - and flexible provider schedules. This may require **Team Care** - PhnConsults with a patient who normally visits a different clinic.
  - When a PhnConsult results in a provider believing the patient should be seen face-to-face, the face-to-face visit should be scheduled at the patient's usual clinic. This **Team Care** applies to provider directed sick care and part 2 of a physical.

## **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](http://policy.lasallemedical.com/index.php/Policy_and_Procedure_Aknowledgement)