



To: LaSalle Clinic Managers
From: LaSalle Medical Management
Date: September 4, 2020
Update No.: 202009-1
Re: Resuming Delayed Face-To-Face Care - Phase 2.25

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.
3. Workflow and Policies detailed in previous Policy Updates remain in place unless modified or eliminated in this update.

Staff Impacted

ALL

Health Programs Impacted

ALL

Policy, Procedure or Workflow Changes and Clarifications

Phase 2.25 “Expanding Well Care For Adults”

Estimated Start Date: September 7, 2020

Changes are in **Bold**.

Continued on next page.

Phase 2.25: Populations To Serve and Services To Render		
	Services To Render	
Population	Face-To-Face	PhnConsult or TeleVisit
Under 21 years, COVID-19 Asymptomatic	<ul style="list-style-type: none"> Well Child Exams, Sports Physicals Pre-Op and other clearances. Hearing and Vision screens Imms., CHDP related labs TB Reading (walk-ins OK) Provider directed sick care (after phone consult) 	<p style="text-align: center;">NON-RESPIRATORY COVID-19 Asymptomatic</p> <ul style="list-style-type: none"> Routine Sick Medication Refill Adult New Patient
Adults COVID-19 Asymptomatic	<ul style="list-style-type: none"> Asymptomatic women requiring contraception Pre-Op and other clearances Provider directed sick care (after phone consult) Asymptomatic adults for routine physical Asymptomatic adults for chronic care follow up visits and lab draws Routine Paps New Patient Physicals (See below for limitation) 	

How Care Is Delivered (2.25)

- Issues discussed in prior Policy Updates remain in effect unless changed or clarified here. Not all elements from prior updates are repeated here.
- The “Severe Flu Appointment Center Triage” remains unchanged **EXCEPT Well Care appointment age restriction is removed completely.**
 - Outreach will emphasize under age 13 **and over 65**
- With the exception of “Provider directed sick care” all other Face-To-Face appointment types listed above may be scheduled directly without a PhnConsult or other provider direction.
- New Patient Physicals are limited to ENROLLED and active managed care patients (IEHP Molina etc.) and Medi-Cal Fee-For-Service.**
- Chronic care labs include but are not limited to lipid, diabetic labs, cholesterol.**
- Use of AMA COVID-19 Screening Questions- see attached COVID-19 Screen Tool.**
- Our policy regarding Family Appointments is intended to minimize unsupervised travel within the clinic. Site leadership and the Appointment Center will need to use good judgment and discretion when deciding when to waive these policy rules to accommodate patient hardships. The rules which should be flexed include**

- **One (1) caregiver per child**
- **Maximum of two (2) children per Family Appointment. Expect updates to the schedule templates to better accommodate families.**

Attachment:

Covid-19 Screen Tool V2.0. System source: "S:\COVID19\Covid-19ScreeningTool_v2.0.docx"

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