



To: LaSalle Clinic Managers
From: LaSalle Medical Management
Date: November 19, 2020
Update No.: 202011-1
Re: Resuming Delayed Face-To-Face Care - Phase 2.50

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 2.50 “Expanding Well Care For Adults”

Estimated Start Date: November 1, 2020

Changes are in **Bold**. Note The Face-To-Face section has been updated to clarify that a Face-To-Face visit does not require prior PhnConsult

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Phase 2.50: Populations To Serve and Services To Render		
	Services To Render	
Population	Face-To-Face Without Prior PhnConsult	PhnConsult or TeleVisit REQUIRED
All Ages COVID-19 Asymptomatic	<ul style="list-style-type: none"> • Pregnancy Tests • STD Testing • UTI symptoms (painful urination) • Rash WITHOUT Fever • Skin condition like Moles, lumps, bump and cuts • Muscle and Bone Problems: Back pain, limb pain, sprains, strains <p>Fractures that have gone to ER follow referrals workflow.</p>	<p>NON-RESPIRATORY COVID-19 Asymptomatic</p> <ul style="list-style-type: none"> • Routine Sick • Medication Refill • Adult New Patient
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) 	
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 (2.50)

Care For Walk Ins

The policy to not accept walk-ins during the COVID-19 pandemic is amended during the cooler months as follows:

- 1. Immunizations and Flu Shots may walk-in and receive services.**
- 2. For all other walk-in requests**

- a. **Check eCW Schedule for a reasonable PhnConsult time. Use Standard PhnConsult scheduling procedures. As of this writing, we generally have been able to schedule same shift or one shift out for PhnConsults.**
- b. **Book the walk-in for the PhnConsult, indicating if the provider believes they should be physically seen we have the schedule set up to accommodate that.**
- c. **Let the patient know they cannot wait for the PhnConsult in the lobby – they must return to their car, home or make other arrangements.**

Other Care Procedures

- Issues discussed in prior Policy Updates remain in effect unless changed or clarified here. Not all elements from prior updates are repeated here.
- **ECW automated reminders for visit type PhnConsult has been turned off. The same reminder sent to Portal Enabled patients cannot be turned off for this visit type.**
- **Wellcare outreach has been suspended for the first two weeks of the month. Thereafter outreach is Wednesday through Friday.**
- **Flu Shot Clinics remain active.**
- **Any patient needing any type of immunization may Walk-In.**
- The “Severe Flu Appointment Center Triage” remains unchanged from most recent update.
- 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 remains in force.

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