



To: LaSalle Clinic Managers
From: LaSalle Medical Management
Date: May 03, 2021
Update No.: 2021-5-1
Re: Resuming Delayed Face-To-Face Care - Phase 3.00

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

Continued on next page.

Phase 3.00: Populations To Serve and Services To Render		
	Services To Render	
Population	Face-To-Face Without Prior PhnConsult	PhnConsult or TeleVisit REQUIRED
Under 21 years	Any service for any complaint	None.
Adults	Any service for any complaint	

How Care Is Delivered (3.00)

Care For Walk Ins

1. Immunizations and vaccinations (including COVID) may walk-in and receive services.
2. For all other walk-in requests
 - a. Use good judgment to assess if the situation is an emergency or if the patient is especially frail.
 - b. Check eCW Schedule for a reasonable appointment time and schedule if possible.
 - 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.

Patient Waiting Areas

1. We will retain the current COVID inspired policy to minimize patients congregating in the waiting areas.
2. After check-in direct the patient to wait in their car, or outside as per existing policy.
3. This policy will be re-evaluated as we approach summer.

Policy for PhnConsults and TeleVisits

1. The provider schedule will continue to designate at least 1 provider per shift designated to provide PhnConsults and TeleVisits.
 - a. This provider may be on site.
2. Appointment Center must make all efforts to schedule non-face-to-face visits with the provider designated as PhnConsults/TelVisit before scheduling non-face-to-face visits with other providers.
3. As we transition through the COVID pandemic we expect to continue to offer PhnConsults and TeleVisits to patients.
 - a. Table 2 below titled “Use of Non-Face-To-Face Visits” lists patient complaints that we believe are a good fit to OFFER a Non-Face-To-Face Visits. Expect this list to evolve over time.
4. Those setting appointments should OFFER the option of a PhnConsult or TeleVisits to patients who meet the criteria for “Optional Use” in Table 2.

5. eCW's current TeleVisit technology through the HelloAp has proven to be complicated for patients and providers. We are actively testing alternatives. Our goal is to perform more TeleVisits with Video than PhnConsults.

Table 2: Use of Non-Face-To-Face Visits		
Mandatory Use	Optional Use (With Video)	Not Appropriate
No service is mandatory	<ul style="list-style-type: none"> • Head lice • ADHD evaluation or follow-up • cough and cold • vomiting and diarrhea • ER / UC follow up • Minor cuts or trauma • Rash • Medication Checks • Medication Refills • Referral Requests • School Note for missed school 	<ul style="list-style-type: none"> • CHDP/Physical Apt or Due. • Sports/School Physical • New Patient Apt • Pre-Op Clearance • Procures (suture removal) • Pulling on Ears/Ear Infections • UTI symptoms (frequent or painful urination) • Any Eye Trauma • Pink Eye

Updates to Provider Schedule

1. Provider Directed Sick slots will return to Express type appointments and the quantity will be reduced.
 - a. Pre-COVID rules for consuming an Express visit apply.
2. The PhnConsult visits slots will be converted to Sick.
 - a. A Sick visit type may be scheduled as a PhnConsult or TeleVisit.
 - b. Those setting appointments should try to schedule PhnConsults or TeleVisits with the designated provider first – before consuming a Sick visit as a PhnConsult or TeleVisit.
3. There will continue to be NO Double booking.
4. The 9:45 and 2:45 empty slots will be start to be scheduled.
5. Pre-COVID rules for converting Sick to a Physical and Physical to Sick apply.
6. Adult Provider schedules will evolve to more clearly designate appropriate appointment types by time slot.

Other Changes

- Those scheduling appointments should STOP asking the COVID screening questions
- Continue pre-physical outbound calls to perform screenings.
- Continue policy to limit guests with patients.
- New Patient Physicals REMAIN limited to ENROLLED and active managed care patients (IEHP, Molina etc.) and Medi-Cal Fee-For-Service.
- Preventive Care outreach will resume.
- Facility and maintenance changes have been communicated elsewhere.

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