

Non-Minutes of the Halted Weekly Provider Luncheon Meeting
Non-Held: Monday, July 20th, 2020
(Per COVID-19 group gatherings restriction)

Note: While we have NOT been gathering for Monday meetings and therefore getting information out only as-needed, there is a sense of non-connection. To resolve that, Monday meeting 'non-minutes' will go out weekly with whatever items there are to communicate.

1. **Online Reviews** – For those interested providers, Alli Brown from the Marketing Department is again going to begin sending out text message requests to patients for online reviews. This service will be again very similar to what we have done in the past with Podium to increase Google reviews, but the cost will be less, just \$25/month. We stopped Podium earlier this year when Phreesia, our online check-in service offered it, but that hasn't proven effective. Your reviews will be monitored daily by marketing and our patient advocate. If you're interested in participating, or if you have any questions, please contact her (x3004, alli.brown@tannerclinic.com).
2. **COVID Information from Dr Candice Smith and Kathy Bennett–**

Kathy Bennett, Clinical Services Director, has provided the following guidance for positive COVID-19 tests and clinic safety.

Positive tests – if an employee tests positive for COVID, a member of the leadership team will alert those within the specific department without sharing specific patient-identifying information. The provider(s), supervisor, and director in that area will make a list of employees who will need to be tested. The testing will be done for those on that list at 5-7 days after potential exposure and then again at 14-16 days. This dual testing assures that there has been enough time following the exposure so that if an employee has contracted the infection we have caught it and can take necessary action. During that time, the potentially-exposed employee should assess symptoms, including temperature, more than once daily and pay particular attention to following safety protection requirements.

Safety at work – Tanner Clinic is supplying necessary protective items that are available to all staff such as masks, shields, gloves, and goggles. The governor has mandated that masks be worn by medical personnel while on the job. Employees should make decisions based on their safety while taking into consideration those who work around them. Face shields and goggles are available for those who want that added protection. Please understand that by wearing a mask you are limiting possible exposure. When both employee and patients are masked, the possibility of exposure is diminished greatly. Providers can opt not to see patients who are not wearing masks, but that communication needs to come from the provider, not reception or medical staff. Providers who want to follow this protocol for the office need to get that information to Becky Geis so that she can alert her staff who speak with patients of that office.

Dr. Candice Smith, Tanner Clinic Infectious Disease specialist, has also provided suggestions for keeping safe.

“At this time of sustained transmission of COVID in our community, increased vigilance to protect our staff and patients is paramount. With a high rate of asymptomatic or presymptomatic people in the community, please treat every interaction with coworkers and patients with caution and attention to your safety. Your everyday protocols should be done accordingly and should not need to be altered if in fact there is a positive diagnosis within the clinic.”

- 3. On-Line Scheduling** - We are desirous of putting into play our new on-line scheduling capabilities. While on-line scheduling won't work for every doctor or specialty, it WILL work for many. Many have expressed a desire to be part of this effort. It will only make available to patients the types, times and duration of appointments as prescribed by the doctor, in consultation with our Scheduling department. A text-based survey will be coming out soon eliciting response from any provider who wishes to be part of this initial roll-out.
- 4. Out of the Office Messages** - When recording messages on your office lines for times you will be out of the office, please help assure those messages contain the following:
- Clear expectations on when you will return so patients know what to expect. Ideally, have messages cleared a couple times while you are gone.
 - Clear indication of who is backing you in your absence for any urgent patient needs while you are out (please also let Switchboard know who is taking your urgent calls). A good share of 'out of office' complaints from patients are when they aren't given an option to care when their doctor isn't there.
 - (Reminder on all messaging – for After Hours needs, suggest “before considering the Emergency Room, we encourage you to consider care from our Urgent Care staff.” We don't have to mention ‘call 911’ or ‘go to the ER’)
- 5. Board Items From 7-21-20 Meeting:**
- The Board confirmed the FP department's recommendation that Kaysville and Syracuse After hours continue to be closed permanently (were temporarily closed during COVID months) in favor of more robust patient servicing in a consolidated fashion at our Layton Main and Westside locations. The future Parkway clinic will be built with After Hours in mind as well. This does not change day-time walk-in Urgent Care at all locations.
 - After annual elections, Board officers were re-confirmed as:
 - Mike Schaelling, Corporate President
 - Ryan Stewart, Corporate Vice President
 - Steve Meek, Chairman of the Board
 - Marc Anderson, Member
 - Neil Van Leeuwen, Member
 - Greg Austad, Member
 - Glen Biddulph, Member
 - Ben Humpherys, Member
 - Theron Stoker, Secretary/Treasurer
 - The board made the decision to eliminate the non-compete clause in provider contracts. It will not be included in any new contracts or enforced in any existing contract. The board is confident that Tanner Clinic is a great place to practice medicine and does not want to have this restriction in the contracts when we have seen the harm it has caused with other providers who have joined us here.
 - Out of assumption that large group gatherings will still be COVID-limited toward the end of the year, the annual Christmas gathering at the Conference Center and the annual provider social at Oakhills Country Club are cancelled. Efforts are underway to create an alternative method of celebration and recognition.
 - Expansion of the East Layton clinic was taken OFF hold. Construction is estimated at +-9 months.