

Non-Minutes of the Halted Weekly Provider Luncheon Meeting
Non-Held: Monday, November 9th, 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. New Patient Portal – a bit of a start-up oops.** An unintended side effect of the NextGen upgrade was the publication to thousands of patients that we were ready to go with our new Portal. While we are excited to do so and were getting close, we had a few weeks yet to prep and train the release of this new tool. There are 1200 patients who have signed up for the new Portal. We are able to cap off new portal users to just those 1200, but portal-using providers will now potentially have two portals to watch messaging from. Shouldn't be any MORE messages than before, just a different format on some. Training materials for that format are being assembled and will be forthcoming. In the meantime, if navigating the new portal for response to patients isn't as intuitive as we would like, call the helpdesk at ext. 3266 for some guidance. The REAL intended go-live for this Portal, which will replace our current NextGen Portal, is mid-December.
- 2. COVID Rapids - limited supply.** No kidding, right?! The word is spreading to patients that COVID Rapids are limited in supply and mostly available in the mornings until they run out. Hence, with the spikes in Utah cases, the new HUGE lines at Layton and other testing sites for morning COVID testing. Most patients arrive at the direction of, and with an order from, their provider. The Hotline sets the patient up with the tele-visit, but isn't at this point assigning which location a patient goes to, only informing them of their options. Tele-docs will usually direct. We are going to make an effort to spread the tests out more among other sites and create a process for directing patients there so as to offload the overburden, and long waits, of patients at Layton. Tele-providers can help as well by helping patients seek non-Rapid tests in our 3 locations and having non-Rapids stay away from morning hours. We kind of did it to ourselves with being about the only game in town that has Rapids and the only game in town that tests in the evenings and Saturdays. For as long as we are able, we are proud to offer that to our community at this time of dire need. And we are SUPER PROUD of the staff that works tirelessly on the testing front lines to make it happen. Thank You!!
- 3. On-line Scheduling – here we come -** There are 29 providers that are set to test our new on-line self-scheduling option. Now that the upgrade is settling, we will jump back into getting this going. As with most new programs, they are best tested in real life. As such, Mike and his team will make one last pass at input from the 29, then turn it on to see how the patients handle it, tweaking it from there. Thank you to these 29 for pioneering the way on this, with patience in discovering how it will best work for everyone to follow.
- 4. MA Coverage Shortage –** As more and more clinical services staff are testing positive, we are experiencing a burden for coverage that is not attainable at the current rate. Clinical Services leadership are doing all they can - pulling strings, asking providers that have more than one MA to give up one to assist, hiring and training, working in offices, etc. Even with all these great efforts, they are running out of options until we see some relief in positive cases.

If your schedule warrants you to work without a 2nd, 3rd MA for a day, please alert Cayden, Julie or Kathy so they can assign that staff member to an office that is working without any help. Thank you!

5. Forward from Jason Hoagland, involved in this free offering to patients:

UTAH STRONG Crisis Counseling - The UTAH STRONG Crisis Counseling Program has been developed to assist people in finding ways to cope with stress caused by Coronavirus (COVID19). UTAH STRONG provides **free** crisis counseling services through virtual outreach, public education, emotional support, education, information and referral. There are no medical or financial screening methods to qualify to receive services. UTAH STRONG staff are available to individuals, families, community groups, service organizations, nursing homes, assisted living facilities, those experiencing homelessness, tribes and cultural minority groups. **It is confidential and anonymous.** The Program is operated by the Utah Division of Substance Abuse and Mental Health in the Department of Human Services and is funded through a grant by the Federal Emergency Management Agency (FEMA) and facilitated with the Substance Abuse and Mental Health Services Administration (SAMHSA).

There is a helpline operated every day of the week from 7:00 a.m. to 7 p.m. 1-385-386-2289.

6. Critical Values Policy – Attached is a policy referencing the process the lab will use in reporting critical lab values to providers for communication to patients when the ordering provider isn't in.