

Non-Minutes of the Halted Weekly Provider Luncheon Meeting
Non-Held: Monday, November 16th, 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. **Masks** – No fun to wear, but thank you to all for making the best of it. On when working with patients anytime and when within six feet of anyone. In this together. Let's kill this virus!
2. **COVID Corner** – See recent URTC posts for some good info on the how, when, why of COVID testing. Keeps us all up-to-date and in-the-know for ourselves, family, coworkers and patients.
3. **Provider and Employee COVID Testing** – To accommodate needs and help offload long lines, providers and employees can obtain COVID testing outside of the normal flow of patient COVID testing. This can be done 7-8:30 am in Layton, 8:30-5:00 in East Layton. Else, at site of choice using the usual patient process for that site.

PROVIDER/STAFF TESTING - Layton

Testing will be available for Providers and Staff from 7 am to 830 am Monday-Friday

They will park in the East parking stalls and text the COVID hotline - 801-872-3385

They will be put on the schedule. A ticket will be printed to the lab so they are aware someone is waiting
If an order has not been put in previously then an order will be placed by the Lab with Dr Cardon as the ordering Provider

The lab employee will go to the parking lot with a bio hazard bag that will contain a label and swab

Patient will be asked to take out the label - print name, DOB, phone number - put back in bag

Patient will then self-swab and place in the bag

The self-swab technique will decrease the need for PPE and the time that it takes to don PPE off and on

The lab will begin running the swabs as they come in

Starting at 730 am, Carla, receptionist on south east side will be given the results and she will call the employees with results

STAFF TESTING – East Layton

East Layton will begin taking employees at 830 am until 5 pm

Employees/Providers that need testing during those hours will call the COVID Hotline and be put on the COVID schedule for East Layton

They will arrive at East Layton and text the COVID line - telling them that they are now at the facility

The COVID operators will check them in and print a slip to East Layton which notifies the staff someone is in the parking lot

The staff goes out and takes care of them with self-swabbing steps and supplies as described above

Runs the test as fast as possible and calls with results

4. **Rapids for Patient Family Groups** – Rationing is the key word here. In an effort to preserve testing supplies, families with multiple patients that need to be tested for COVID will be allotted up to one rapid test per family as the 'indicator.' If one is positive, they likely all are. If negative, hopefully they

all are. Providers, please specify which family member is most appropriate to receive the rapid when entering orders and place send-out orders for the rest of the family. If not specified, COVID Clinic will make the decision based on car triage by the MA. Hard, but it makes sense and conserves supplies. Please understand when rapid tests run out, the testing order will be changed to a send out order without provider notification. Patient still can choose to come back another time. Manufacturing is behind on producing and shipping Rapids. We would love to get an endless supply and test everyone with Rapid, but we aren't there yet. And with spike in testing, it puts us that much further off.

5. **Hospital Capacity** – Last week we had a discussion with an Intermountain VP on COVID-based hospital capacity. IHC hospital beds designated for COVID use are at 91% capacity. They will add beds (re-assign them) as needed to meet demand. That means beds, and services, for non-COVID needs may have to be re-purposed or delayed. This delay may pertain to non-emergent surgeries as well. They have brought in over 200 nursing personnel to manage the demand. Other hospital systems (UofU, Steward, HCA) are experiencing the same. Projections are that it will still get worse before it gets better. Let's all do our part to slow the flow! Mask, distance, sanitize, stay home! Stay Safe!
6. **Open food** – Don't Do It! Please! One of the fastest ways to spread COVID is to share buffet-style food. Someone breathes out, food collects it, you eat it. Gotcha! Please don't allow drug reps to bring in anything other than individually-packaged meals. Please don't do pot-luck meals yourselves. Yes, tough at holiday time. But tough we are in doing everything we can to keep each other protected. This is one of them. We can pick it up again next year! Thank you!
7. **Computers** – For peak performance on your computer, please remember to select “restart” and turn monitor off each night as you leave. Restarting allows needed nightly updates and refreshing to take place. Kind of like sleep does for the human body.
8. **NextGen Upgrade Glitches** – Don't hesitate to put a help desk ticket in for ANYTHING you are experiencing negatively from the recent upgrade. Below are the known issues, but things can't be fixed, or educated, if not known. Thanks for support and help with this.
 - The "Doc Gen" button on the superbill is still giving an error
 - On the patient portal, there is no method to send the message with instructions to my MAs.
 - Some providers cannot access the vital signs template to enter or update vitals
 - Some icons are not showing correctly on a thin-client or Citrix
 - NextGen crashes multiple times a day
 - Cannot process ERx refill requests for controlled substances through Inbox
 - Not able to remove incoming patient portal emails that a provider has already responded to
 - Cannot print lab results from PAQ from his office but can from his exam rooms
9. **New Patient Portal** – December 14th will be the cut-over date for terminating the existing NextGen patient portal and launching their new one. All patients with a current portal account will be notified to make the switch. All other patients will be marketed to as well. Still doesn't mandate that a provider participate, though we encourage it and it is a great patient satisfier. Provider and MA training on the use of the new portal will be conducted the first two weeks of December. Exciting stuff!

10. New On-Line Scheduling – More exciting stuff! Also on December 14th we will launch a new option for patients to schedule appointments on-line. This will initially be a limited launch for providers that have chosen and worked to have this happen; will only be available to patients seeking appointments with those providers. We hope it goes so well for patients, providers and our scheduling staff that it takes off like wildfire for the rest, and allows phone call volume to become more manageable. But it will be done cautiously.