

## COVID-19 Daily Update

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March 17, 2020

Dear Colleagues:

In order to provide updates on the evolving response and best practices in regards to the COVID-19 pandemic, AHP will be delivering brief, critical updates on an ongoing basis addressing important highlights and frequently asked questions.

### Daily COVID-19 Response Call

AHP will be hosting a call at 12:15 pm each day to share new information and/or be available for provider questions and concerns. You may dial-in to **1 669 900 6833** and enter **Meeting ID: 585 730 1255**. Although we do not plan on showing any slides, you can also use your computer to listen to the call using <https://urmc.zoom.us/my/rsuttonahp>.

### Advice for Healthcare Workers

If a healthcare worker is experiencing flu-like symptoms, following DOH guidelines is appropriate: If you have a fever, do not go to work and remain self-quarantined at home until you have been fever-free for three days. If a healthcare worker is tested for COVID-19, he/she will be involuntarily quarantined for 14 days or until a negative test result is returned.

### Testing Guidance

With the challenges related to testing supplies and lab capacity, we are recommending that at present, **stable febrile patients with flu-like symptoms, regardless of travel or contact history, should not be tested or referred for testing.** These patients should be sent home (or be advised to stay home) and instructed to follow the isolation guidelines found [here](#). **Please note that this guidance will change as our capacity to test improves.**

### Telemedicine Update

AHP has purchased HIPAA-compliant Zoom licenses for AHP private primary care practices that would like to implement telemedicine. You can expect to hear more about our plans for assisting you with implementation on tomorrow's call.

### Personal Protective Equipment

AHP expects a delivery of gowns by end of day Thursday. Practices who have an urgent need for gowns should email [Renée Sutton](#).

**PPE BEST PRACTICE:** Remember to keep emailing your PPE vendor sales rep to make them aware of your current stock or items you are out of. Once these items are back in stock, vendors will be allocating supplies based on that information, so make sure your vendor rep is up to date with your status relative to PPE.

### Message from UR Medicine Home Care

Fear of coronavirus is leading to approximately 20% of UR Medicine Home Care patients refusing to allow either the start of home care services or canceling their current, ongoing home care visits. Home care is a critical factor in preventing hospitalization or readmission, so please reinforce the importance of home care to your patients and reassure them that UR Medicine Home Care clinicians and home health aides have received all necessary universal precaution

training and protective equipment supplies to safely care for them.

### Message from the AHP Behavioral Health Integration Team

Recognizing the challenge that the next several weeks will bring, the BHI team will be available for just in-time, virtual consultation support for you as you care for the behavioral health needs of both pediatric and adult patients in your practice. The team includes a psychiatrist, Psychiatric NP, Therapist, Licensed Social Worker and Pharmacist who will be available every **Thursday morning from 7:30 – 8:00 am** to offer an opportunity to review your patients presenting with behavioral health concerns. Consultations may include anything from questions about diagnostic evaluation/clarification, medication or behavioral management, as well as system related concerns. You may participate in these calls in every Thursday at 7:30 am by dialing in to 1 (646) 876-9923, with meeting ID 697081962.

### New Additions to COVID-19 Practice Resource Documents

**Pediatric Behavioral Health Resource:** Concise information for questions regarding referral, treatment and support, and questions regarding patients with urgent need for crisis management.

**Community Resource Guide:** a listing of community resources for patients requiring assistance meeting basic needs. \*\*Includes resource for baby formula and diapers\*\*

**Resources for Medically Complex Pediatric Patients:** A list of URM resources for medically complex pediatric patients in the community.

**Breastfeeding and Coronavirus:** Information to reassure nursing mothers.

We continue to partner with Dr. Mendoza and County Health Department officials on preparedness and response protocols and will convey information as it becomes available.

Thank you for your continued collaboration in this important public health endeavor.

All the best,

**J. Chad Teeters, MD**  
Executive Medical Director, AHP



### Practice Resources

**[UR Medicine Urgent Care Centers](#)**

**[Instructions for Home Isolation](#)**

**[Swabbing Procedures](#)**

**[Sample Office Signage](#)**

**[Screening Script](#)**

### COVID-19 Resource Links

American Academy of Pediatrics COVID-19 Site

**<https://services.aap.org/en/pages/2019-novel-coronavirus-covid-19-infections/>**

Archive of AHP COVID-19 Updates

**<https://ahpnetwork.com/category/news/covid-19/>**

Monroe County Health Department

**<https://www2.monroecounty.gov/health-coronavirus>**

CDC Coronavirus Site

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

New York Department of Health Coronavirus site:

<https://www.health.ny.gov/diseases/communicable/coronavirus/>

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