

COVID-19 Daily Update

March 20, 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.

SUNDAY COVID-19 Response Call

AHP will be hosting an update call at 7:00 pm this Sunday, March 22nd 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>. If you need a little Zoom primer, please see the reference document [here](#).

SATURDAY Pediatric Practice Call

Participating pediatricians are invited to join LJ Shipley at 7:00 pm this Saturday, March 21st for a call to discuss the outbreak's impact on private pediatric practices and strategic approaches moving forward. We hope at least one pediatrician from each practice will dial in. An invitation will be sent out shortly with dial-in instructions.

Testing Guidance

We have no new guidance on testing criteria. Please continue to advise stable febrile patients with flu-like symptoms to remain at home in self-quarantine following the isolation guidelines here; do not test or refer for testing. **This guidance may change as our capacity to test improves.**

Reminder: Electronic Payments

Please help us help you: AHP-participating primary care practices are asked to please share select banking information that will allow AHP to pay your practice for clinical integration and other incentives electronically. Please fill out the form located here and fax to AHP at 585-424-1268. Your information will be recorded and stored securely.

Telemedicine

Several practices have taken advantage of the AHP-provisioned Zoom licensing to launch telemedicine. If you are interested and have not yet been contacted, please email [Elizabeth Sharp](#).

Telemedicine Reimbursement

We are working to organize all payer information about telemedicine reimbursement into a cohesive reference guide. But in the interim, we can direct you to links for the following payers:

- [Excellus](#): cost sharing waived for telemedicine visits for any reason
- [MVP](#): cost sharing waived for telemedicine visits for any reason
- [Cigna](#): cost sharing waived for telemedicine visits related to COVID-19
- [United Health Care](#): cost sharing waived for telemedicine visits related to COVID
- [Aetna Medicare](#): cost sharing waived for telemedicine visits for any reason
- [Aetna Commercial](#): cost sharing waived for telemedicine visits for any reason

Hospital Visitation for End of Life Patients

All UR Medicine hospitals are currently under a zero-visitation policy, however family members with an inpatient facing end of life at Strong may reach out to Patient Relations at 585-275-7555 to discuss a possible exception. For Highland inpatients, families should discuss their request with their loved one's care team.

Personal Protective Equipment

Gowns were delivered today to practices indicating a need. If you need gowns and haven't contacted us, then please complete our PPE inventory survey located [here](#). Many of you have also reached out about hand sanitizer. If we are able to obtain a supply, we will allocate a portion to all eligible practices.

****Please note that AHP is unable to provision PPE or other supplies to hospital-employed practices or practices that are not AHP-par.*****

New Additions to COVID-19 Practice Resource Documents

Project Teach: Seven Ways to Support Kids and Teens Through the Coronavirus Pandemic, in [English](#) and [Spanish](#)

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



LJ Shipley, MD
Pediatric Medical Director



Renée Sutton
Senior Director, Provider
Relations

Practice Resources

[UR Medicine Urgent Care Centers](#)

[Instructions for Home Isolation](#)

[Swabbing Procedures](#)

[Sample Office Signage](#)

[Screening Script](#)

[Community Resource Guide](#)

[Pediatric Behavioral Health Resource](#)

[Resources for Medically Complex Pediatric Patients](#)

[Breastfeeding and Coronavirus](#)

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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