

COVID-19 Daily Update

March 24, 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>. If you need a little Zoom primer, please see the reference document [here](#).

Vaccines For Children Update

NYS DOH recently contacted VFC-participating practices with the news that NYS DOH would no longer be accepting VFC orders because CDC had stopped shipping vaccine. We are happy to report that, effective today, CDC will resume shipping vaccine to providers in New York State. Should you need to borrow from private stock while awaiting a VFC shipment, contact the NYS Bureau of Immunization.

UR Medicine Urgent Care Sites in Monroe County Consolidation

This evening, March 24th, UR Medicine Urgent Care locations in Spencerport and Perinton will temporarily close in order to shift personnel and equipment to other sites and/or the Emergency Departments as needed. The UR Medicine Urgent Care network in Monroe County can accommodate patients at its four other locations:

- Greece – 2047 West Ridge Road
- Henrietta – 1300 Jefferson Road
- Penfield – 2134 Penfield Road
- Pittsford – 3400 Monroe Avenue

Please note: Patients with COVID-19-related concerns being directed to an Urgent Care should call before arrival.

New Guidance from NYS Medicaid: Telehealth for FQHCs and Home Care

Guidance on billing and reimbursement for telehealth from NYS Medicaid was updated with information specific to FQHCs and home care providers. The updated document can be viewed [here](#).

VIDEO: Nasopharyngeal Swabbing Technique

It was noted in today's call that COVID false negatives may be related to improper swabbing technique. Click [here](#) for a New England Journal of Medicine video that demonstrates the appropriate technique for performing nasopharyngeal swabbing.

Testing Guidance

No changes: 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.**

[Contact AHP for Zoom Licensing](#)

If you have not contacted AHP for assistance with implementing the Zoom platform for telehealth, please contact [Elizabeth Sharp](#) as soon as possible. The number of licenses remaining for community practices is limited, so please contact us today.

[Practice Managers Teleconference March 26th](#)

Practice managers and administrators from AHP-participating primary care practices are invited to join us for a call at 9:00 am on Thursday, March 26th to share best practices and discuss practice administrative issues related to the COVID-19 outbreak. Click [here](#) to view the invite and RSVP.

[Reminder: Behavioral Health Teleconference](#)

Every Thursday morning at 7:30 am, the Behavioral Health Integration team is available for virtual consultation support for the behavioral health needs of both pediatric and adult patients. 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 by dialing in to 1 (646) 876-9923, with meeting ID 697081962.

[New Resources Online](#)

[Families First Coronavirus Response Act \(FFCRA\)](#): IRS guidance on the new law and its COVID-related paid leave provisions for small businesses.

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](#)

[Breastfeeding and Coronavirus](#)

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

[Resources for Medically Complex Pediatric Patients](#)

[Pharmacy Pearl: COVID and Commonly Prescribed Drugs](#)

[NYS Shared Work Program](#)

[Provider Guide for Communicating About Covid](#)

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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