

COVID-19 Daily Update

March 25, 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](#).

Reminder: Behavioral Health Teleconference TOMORROW

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.

Reminder: Practice Managers Teleconference TOMORROW

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.

Temporary UR Medicine Employment Opportunities

There may be time-as-reported employment opportunities for health care workers downsized due to low volume in outpatient clinics. If you have impacted clinical staff who would be interested, please send [Renée Sutton](#) their names, licensure and contact information so we may share that information with URM Human Resources.

CORRECTION: Nasopharyngeal Swabbing Technique

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. See the new Covid Testing Flowchart developed by UR Medicine providers for a more detailed algorithm [here](#). **This guidance may change as our capacity to test improves.**

Testing Results Reporting

To clarify the discussion around results reporting that occurred on today's call: As reported to us by UR Medicine Labs, the lab is reporting ALL covid testing results to the health department.

Positive results are reported by the lab immediately to the ordering provider, while negative results are shared with ordering providers via the patient services department. PCPs of patients who may not have been the ordering provider will receive all results via their ePartner inbox; covid results (positive or negative) will NOT be released for patient access on MyChart. Ordering providers are responsible for communicating all results to patients.

[Aetna: No Cost-Sharing for Covid-Related Inpatient Stays \(Commercial\)](#)

Aetna announced today that it would be waiving all cost-sharing for covid-related inpatient stays for commercially insured members. Read more [here](#).

[New Resources Online](#)

[Golisano Children's Hospital Coronavirus Information for Families:](#) Advice from experts, info about telehealth, resources for families.

[Covid Testing Flowchart:](#) developed by UR Medicine providers to help providers determine if covid testing is indicated or necessary.

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](#)

[Swabbing Procedures](#)

[Screening Script](#)

[Pediatric Behavioral Health Resource](#)

[Breastfeeding and Coronavirus](#)

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

[Instructions for Home Isolation](#)

[Sample Office Signage](#)

[Community Resource Guide](#)

[Resources for Medically Complex Pediatric Patients](#)

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

[NYS Shared Work Program](#)

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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