



Oncology Consultants *-Covid19 Response-*

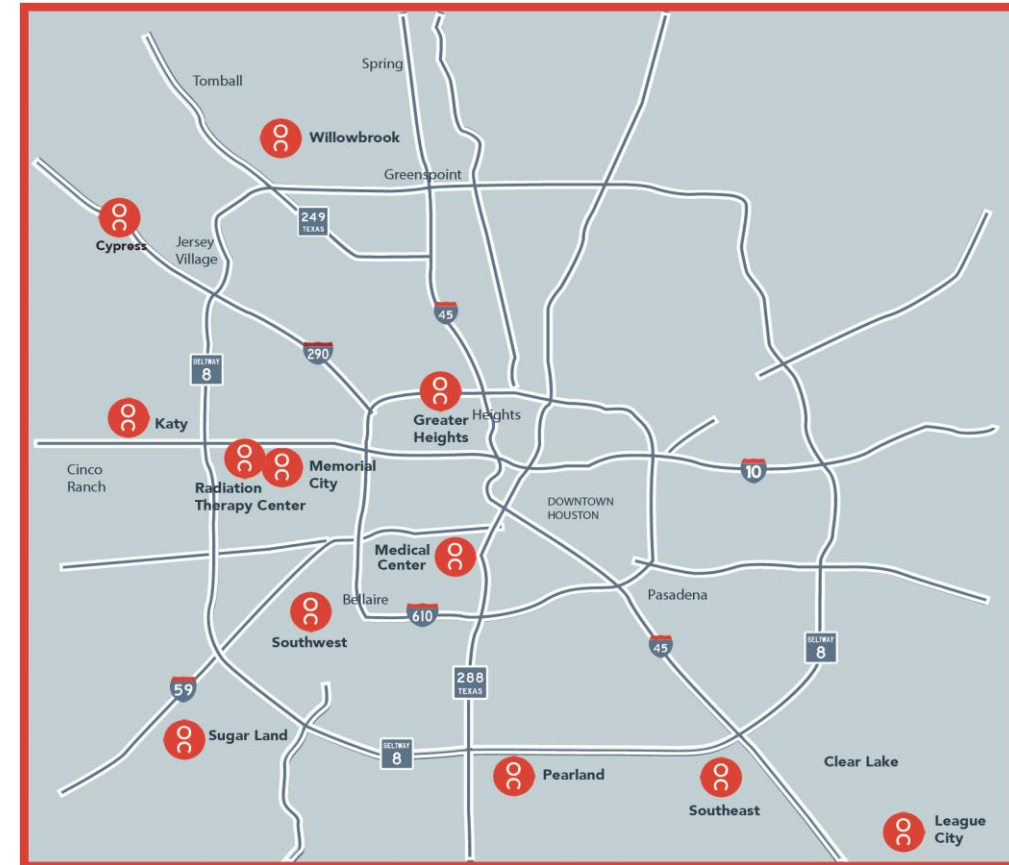
Presenters:

Susan Wagner, RN, BSN, OCN (Clinical Director)

Alti Rahman MHA/MBA, CSSBB (Practice Administrator)

Oncology Consultants (OC):Practice Overview

- **Location:** Houston, Texas
- **Services:** Medical Oncology, Radiation Oncology, Retail Pharmacy, Lab, Research
- **Providers:** 18 MOs, 2 ROs, 4 NPs
- **Sites**
 - 11 Med Onc Locations, 2 Rad Onc, 2.5 Imaging centers, 2 Retail Pharmacy locations
- 300 FTE



Setting the Tone.....

- Mental Health
- Patient Health
- Financial Health
- Advocacy



WE ARE  #OCSTRONG

Sources of Information

- NIAID (National Institute of Allergy and Infectious Disease)
- CDC recommendations (constantly updated)
- WHO (World Health Organization)
- CMS changes (Telehealth/HIPAA)
- Employment Law Changes
- COVID Testing (Quest/LabCorp)- Hospital Information.
- COA, ACCC, NHISAC (Cyber Security)



Practice Mental Health



Focus on Staff

- Initial messaging for those staff members over 60 initiating remote work schedule
- Work in tandem with pharma companies to provide lunch to staff with physician conversations/provide lunch on days it is not available
- Allow for “fun days” with jeans, contests, dancing etc.
- Maintain transparency as much as possible with the rapidly changing environment.
- Provide an email CareOC@oncologyconsultants.com for all questions, comments and concerns
- We have investigated multiple resources to provide PPE to maintain optimal stock.
- We are working toward providing modified schedules per office to allow for some time “away from work” while not adjusting salaries.
- Providing physicians modified coverage to allow for time out of the office for telemed
- Adjusting work to “remote” in staff that are capable

How We Communicate

- Communications (Patients, Staff, Digital Media, Emails)
 - Utilizing internal email, Sharepoint, Paylocity to communicate protocols
 - Utilizing Social Media to demonstrate @OCMovingForward Initiatives
 - Using Mass patient emails (Mail Chimp)
 - Appointment reminders via Text and phone with symptom/assessment
 - Enhanced Patient Questionnaires
- Management
 - Core team meets everyday 4:30 as changes occur rapidly
 - CareOC@oncologyconsultants.com for all concerns, questions and comments

Informative Materials



Oncology Consultants Essential Employee Letter



ClinicalPath Novel Coronavirus Infection Education



Front Door Coronavirus Flyer : Patient Requirements and...



OC: Coping with Stress



OC Website : Coronavirus Updates



OC Steps & Procedures



Front Office Coronavirus Screening Flyer



Coronavirus Disease 2019 (COVID-19) | CDC



OC Telemedicine



Stop Germs! Wash Your Hands Flyer



Get Your Clinic Ready for the Coronavirus



#OCMovingForward



Clean Hands Keep You Healthy



Practice Patient Health



Patients

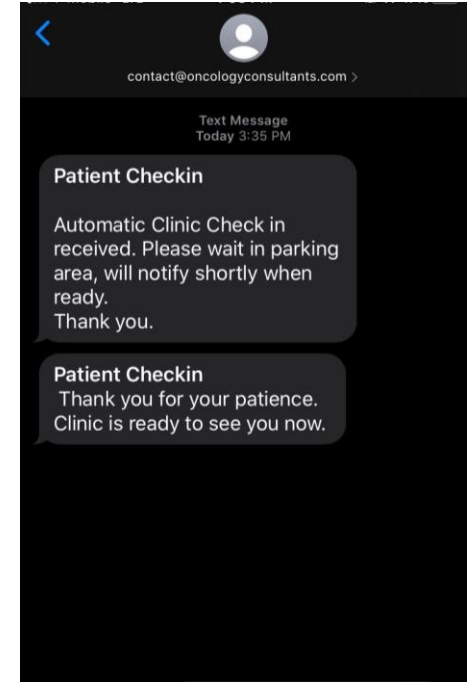
- Provide updated appointment reminders both in text and phone call format with instructions and key changes they will see
- Added remote (digital) check-in via Knack to remove congestion in waiting rooms.
- Eliminated some chairs in waiting areas to allow for 6 feet social distance
- Added telehealth option to reduce in-office waits and exposure
- Provided methods for testing for symptomatic patients, if needed
- Broadened our messaging via email blast and social media
- Enhanced cleaning procedures in all areas, most importantly common areas.



Oncology Consultants
Overcoming Cancer.®

ONLINE CHECK-IN (Coming Soon)

COVID-19 UPDATES (frequently updated)



Reduce Waiting Room Crowds



COVID-19 (CORONAVIRUS) STEPS AND PROCEDURES

1

CALLING AHEAD

All appointments will be **CALLED AHEAD OF TIME AND SCREENED**, encouraging anyone with COVID-19 symptoms **NOT TO VISIT** the clinic.

2

CLINIC SIGNAGE

Signage will be placed on the door of every lobby regarding **OC COVID-19 POLICIES AND PROCEDURES**. Please take time to read all of our OC signage.

3

NO GUESTS/CAREGIVERS

We have taken measures to minimize the number of guests in our clinic. **NO CAREGIVERS/GUESTS ARE ALLOWED IN THE CLINIC** (unless you are a new patient and/or need physical assistances while getting through our office) as we promote social distancing. All caregivers/guests are advised to wait outside our office.

4

TEMPERATURE READINGS

ANY PERSON entering the clinic will have a temperature taken at the front desk. This includes patients, caregivers, pharmaceutical reps or any guest of the practice.

5

WRISTBANDS

Once your temperature has been taken, you will be provided a **WRISTBAND** with your temperature written on it. The wristband must remain on your arm during your entire appointment.

6

FEVER & SYMPTOMS

If you have a **FEVER >100.4 OR HAVE HAD RESPIRATORY ILLNESS**, you will be given a mask and asked to wait outside in the hall for further instruction.

7

HIGH RISK SITUATION

Front Office will contact one of our OC nurses to attend to you. All nurses and medical assistants will be in full PPE to perform proper care.

8

VIST THE OC WEBSITE

We understand the difficulty of keeping up with the ever changing environment of today's world. To help ease uncertainty, we have created a **"COVID-19 UPDATES"** button on Oncology Consultants' website.

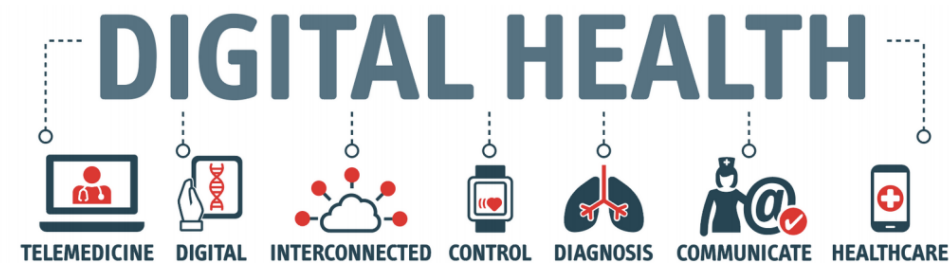


HOW IS MOVING FORWARD?

A LITTLE GOES A LONG WAY

The coronavirus (COVID-19) outbreak has spread rapidly across the globe and presents a unique public health challenge. Oncology Consultants (OC) would like to assure you that we will continue to monitor the situation and our focus remains on the health of our employees, patients, and partners. Currently, our offices will remain open with regular business hours until further notice.

Due to our commitment to employee and patient safety regarding the COVID-19 outbreak; effective immediately, we are implementing new company policies following recommendations of the Centers for Disease Control and Prevention (CDC) and National Institute of Allergy and Infectious Diseases (NIAID). We have taken measures to minimize the number of guests in our clinic (one caregiver per patient) as we promote social distancing. In addition, we will continue to screen all guests as they enter the clinic through temperature readings and a set of questionnaires. All offices are sanitized on a daily basis.



COVID-19 (CORONAVIRUS) UPDATE

The coronavirus (COVID-19) outbreak has spread rapidly across the globe and presents a unique public health challenge. Oncology Consultants (OC) would like to assure you that we will continue to monitor the situation and our focus remains on the health of our employees, patients, and community.

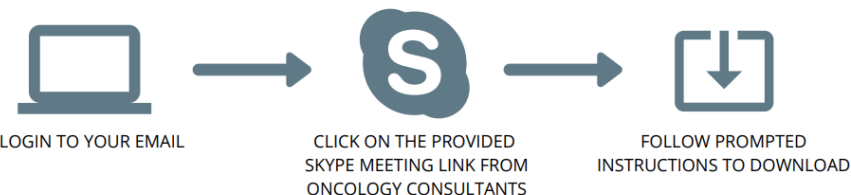
Currently, our offices will remain open with regular business hours until further notice. We have enhanced our services to offer Telemedicine through **Skype for Business**. Our staff will work with you to schedule office and telemedicine visits.

To avoid delays, all patients are recommended to download and sign up for Skype for Business.

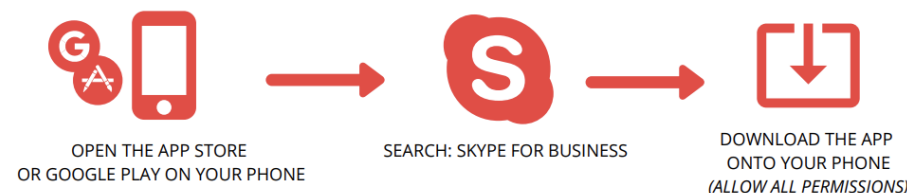
HOW TO ACCESS **SKYPE FOR BUSINESS** BEFORE YOUR TELEMEDICINE APPOINTMENT:

COMPUTER ACCESS:

(MUST HAVE VIDEO & AUDIO FEATURES)



PHONE ACCESS:





OCMOVINGFORWARD



We recommend that patients and staff stay **6 feet** apart from each other in the waiting area



All OC staff are provided **personal protective clothing**



We sanitize each and every space in our clinic **daily** to best protect our patients and staff



New **digital** technology regarding telemedicine and online check-in will soon be available



Our **one** caregiver per patient policy allows us to provide a less crowded waiting room for our patients



Mandatory screening will be conducted to all patients and guests, which includes taking temperatures and answering a set of questionnaires



OCRx Pharmacy Solutions will continue to provide **home delivery** for all of your medication needs



All patients have **nurse access** to answer questions via phone through the clinic's phone number



Oncology Consultants is practicing **Corporate Social Responsibility** by supporting our staff and local businesses

Coping with stress during the 2019-nCoV outbreak



It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.



Don't use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.



Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.





Practice Financial Health



Financial Modeling: Internal and External Factors

Internal

- Consolidation of Location(s)
- How staffing will change
- Revenue/Service Line Mix
- Patient Activity
- Investment Initiatives

External

- COVID19 Claims: Premiums going Up
- Unemployment: Loss of Coverage
- Unemployment: Sicker Patients
- Sequestration



Financial Scenarios

	<u>Baseline</u>	<u>Scenario 1 (Worst Case)</u>	<u>Scenario 2 (Most Likely)</u>	<u>Scenario 3 (Best Case)</u>	<u>Scenario 4 (Other)</u>
<u>Patient Volume</u>					
Visits					
Infusion					
Pharmacy					
Radiation					
Radiology					
Research					
Labs					
<u>Payor Mix</u>					
Medicare/Medicaid					
Advantage					
Commercial					
<u>Revenues</u>					
Visits					
Infusion					
Pharmacy					
Radiation					
Radiology					
Research					
Labs					
Other Income					
<u>Expenses</u>					
IV Drugs					
Oral Drugs					
Medical Supplies					
Rent					
Equipment					
Staff Salaries					
Provider Salaries					
Net Income					



Informing the Community (Referring physicians, Patients)



#OCMOVINGFORWARD

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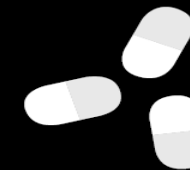
New **DIGITAL** technology regarding telemedicine and online check-in are available



MANDATORY SCREENING will be conducted to all patients, employees and visitors, which includes taking temperatures and answering a set of questionnaires



Our **ZERO** caregivers per patient policy allows us to provide a less crowded waiting room for our patients, as we practice social distancing.



OCRx Pharmacy Solutions will continue to provide **HOME DELIVERY** for all of your medication needs

PLEASE CHECK OUR WEBSITE (WWW.ONCOLOGYCONSULTANTS.COM) AND CLICK ON

COVID-19 UPDATES (frequently updated)

FOR OUR LATEST UPDATES REGARDING COVID-19



Advocacy

Communicating the message

- **Issues**

- **Payors** Delaying payments, difficult to get a hold off, prior Authorization requirements
- **Hospitals** not able to provide certain critical services, transfusions etc...
- Medical Supplies shortages

- **Reaching out to Local Medical Societies and Payors**

- Texas Medical Association
- Harris County Medical Society
- Payors

- **The Message “We need Support!”**

- The Practice is on the Front Lines taking care of Critically ill Cancer Patients
- Our work prevents immunocompromised cancer patients from further stressing the Hospital systems