Oncology Consultants

-Covid19 Response-

Presenters:
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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
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
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.
Reduce Waiting Room Crowds
COVID-19 (CORONAVIRUS) STEPS AND PROCEDURES

CALLING AHEAD
All appointments will be called ahead of time and screened, encouraging anyone with COVID-19 symptoms NOT to visit the clinic.

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.

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 assistance while getting through our office) as we promote social distancing. All caregivers/guests are advised to wait outside our office.

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.

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.

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.

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.

VISIT 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.

DIGITAL HEALTH

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 TELMEDECINE APPOINTMENT:

COMPUTER ACCESS: (MUST HAVE VIDEO & AUDIO FEATURES)

1. LOGIN TO YOUR EMAIL
2. CLICK ON THE PROVIDED SKYPE MEETING LINK FROM ONCOLOGY CONSULTANTS
3. FOLLOW PROMPTED INSTRUCTIONS TO DOWNLOAD

PHONE ACCESS:

1. OPEN THE APP STORE OR GOOGLE PLAY ON YOUR PHONE
2. SEARCH: SKYPE FOR BUSINESS
3. DOWNLOAD THE APP ONTO YOUR PHONE (ALLOW ALL PERMISSIONS)
# MOVING FORWARD

![Image of people] We recommend that patients and staff stay 6 feet apart from each other in the waiting area.

![Image of gloves] All OC staff are provided personal protective clothing.

![Image of bottle] We sanitize each and every space in our clinic daily to best protect our patients and staff.

![Image of laptop and clock] New digital technology regarding telemedicine and online check-in will soon be available.

![Image of pills] OCR Pharmacy Solutions will continue to provide home delivery for all of your medication needs.

![Image of stethoscope and phone] All patients have nurse access to answer questions via phone through the clinic’s phone number.

![Image of building] Oncology Consultants is practicing Corporate Social Responsibility by supporting our staff and local businesses.

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**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

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Informing the Community (Referring physicians, Patients)

#OCCMOVINGFORWARD

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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