

Reference Tool

Healthcare Centers: Remote Operations Guide

Important immediate action items:

1. Contact you appropriate Bureau and DOM leaders.
 2. Work with MD/Provider and go through all of the patients for the remainder of the day, following two days. Make sure the staff calls the patients to convert their appointment to telephone appointments. Telephone Visit appointment type must be used.
 3. Conduct a review of your employee list and make sure that all of the managers of those who are at risk are notified.
 4. Review your staff contact list and make sure you have current contact information.
 5. Review your teams Computer and cell phone list inventory to determine who will be able to work remotely.
 6. Work directly with IT to assist with granting any system access the staff needs to work remotely.
 7. Have every available employee forward their phones to their cell phones to still be accessible to patients. AHF will offer an allowance or reimbursement for a portion of personal internet and cell phone charges.
 8. For the extensions that can't be forwarded because the employee doesn't have a phone or because that employee isn't available, The PM/OA or most appropriate staff member will need to be called in and checked daily.
 - o Create a list of all extensions, who they are assigned to, and their mailbox passwords.
 9. Contact IT to ensure proper routing (to the PM/OA) of the main general HCC extension. I am copying Rudy from IT to figure out how we can have the front office line forwarded.
 - o In the meantime, it is going to be important that someone checks the general mailbox every hour.
 - o All clinics now have a phone tree message that is directing patients who are calling because of exposure or because of symptoms to a centralized nursing advice line. This should lessen the amount of calls being sent directly to the clinic.
- Instructions:** All AHF employees can access voicemail messages from any phone outside of the Avaya network.
- o Employees must call into to the VM system by dialing **323.860.5399**.
 - o They will hear a recording to enter their mail box number (extension) then enter their password.
 - o They can listen to their messages, the OA's can check the general voicemail box for their site as well.
 - o The Avaya voicemail features are available, listen to messages, save messages, forward messages change greetings are all available to all users accessing the VM system remotely.
10. Instruct IT to make the necessary adjustments to the Patient Prompt appointment reminders.
 11. Please notify your linkage and call center partners about any changes being made.
 12. Lap Corp should be notified if you have Lab Corp staff on site.
 13. Plan for any deliveries/pickups, should the office be closed.



DOM/Healthcare Center positions that have the ability to work remotely

All COVID Related Requests should be sent to: IT_COVID_TEAM@ahf.org

The following HCC positions have the ability to work remotely:

- Front Office
- Benefits
- Referrals Coordinator
- Medical Assistant
- Medical Directors/Providers
- Nurse Managers
- PCS1/2
- Practice Manager/Office Administrator

Equipment and Systems

Please note: The PM/OA will need to work directly with IT to ensure all staff can access necessary systems either via AHF AHF provided equipment or personal equipment (personal laptops/cell phones)

Equipment needed:

Computer with internet access

Phone (mobile or landline)

- To conduct **Telephone Visits** appointments
- To have the ability to forward clinic extensions and calls
 - In the event staff has to use their personal devices, AHF will provide either an allowance or reimbursement toward a portion of the internet and cell phone usage cost. (more to come on this)

Systems access needed (some links on page 6 and 7):

All COVID Related Requests should be sent to: IT_COVID_TEAM@ahf.org

- CSP Cloud (all staff)
 - Ability to access multiple sites if staff needs to assist patient across different HCCs (all Staff)
- EMR Link (MA/Nursing)
- SFax (all staff)
- Passport (PM/OA/FO)
- DOMO (PM/OA/BC/RC/FO)
- BI Portal (PM/OA/BC/RC/FO)
- KDrive (PM/OA/BC/RC/FO)
- DocuTrack (PM/OA/BC/FO)
- Service Now (PM/FO)
- DocuSign (FO/BC/PM/RC)
 - All patient consents and documents that require patient signatures will need to be sent to IT to be added as PDFs within DocuSign.
- Basic internet access (all staff)
- Access to all voicemails boxes to check messages remotely (all staff)
- ADP (for timekeeping) (all staff)
- AHF Email (via ahf.org) (all staff)
- LoopUp (PM/OA/Nurse)



- Zoom for Telehealth Visits (in testing stage)

Communication

Communication tools while working remotely:

- It is highly encouraged that CPS alerts be used at the primary function to communicate patient information. (Is there a way to see escalated alerts?)
 - During this period of remote, alerts MUST be checked and cleared on a daily basis.
- Text message when appropriate
 - **Staff-to-Patient Text:** Patient must first sign our text consent. Once signed, texting PHI information is allowed.
 - **Staff to Staff Text:** No PHI can be communicated via text. HIPAA Violation.
- Possibility to disguise MRN. Add any two digits with the understanding that the last two digits are junk digits.
- Email when appropriate
 - **Staff-to-Staff Email:** PHI must be sent SECURE.
 - **Staff-to-Patient Email:** Patient must first sign our email consent. Once signed, emailing PHI information is allowed.

Meetings (LoopUp Access should be requested)

It is also important and encouraged that HCC leadership determine an ongoing meeting & huddle structure to keep staff informed on an ongoing bases.

- Huddles
- Staff meetings
- Triad meetings

Other information needed

- Telephone Visit Appointment Type & Encounter Type (already live)
- Proper Telephone/Telehealth visit CTP codes
- Proper Telephone/Telehealth visit documentation format

Employee remote duties by position

Please note: the items listed below are a basic framework to assist staff. Duties should not be limited to what is listed below. Duties may change as circumstances change. Our goal is to perform all duties

possible to maintain patient care. It is the responsibility of the site leadership to ensure that employees are given appropriate tasks, are prioritizing patient care, and managed accordingly.

Provider

- All patient care duties that are possible via Telephone/Telehealth settings
- It is recommended that providers notify the administrative staff to contact the patient for a future appointment. This process may vary site by site. The site leaders are empowered to determine the best communication process.
- All normal duties that can be done remotely still apply.

Nurse

- Return patient calls
- Triage phone referrals
- Prior authorization for medications
- Prescription refills
- Additional Medical Assistant duties in the absence of a Medical Assistant
- All normal duties that can be done remotely still apply.

Medical Assistant

- During Telephone/Telehealth Visit
 - Medication reconciliation
 - Reason for visit
 - Updated chart information
 - To avoid unnecessary wait, the Medical Assistant should confirm the readiness of the provider (in person, CPS alerts, phone, text with no PHI, email, etc.) prior to calling the patient for their appointment. If the provider is running late, the Medical assistant or any available staff member must notify the patient using the most appropriate form of communication.
 - To protect patient privacy when staff needs to communicate PHI among each other:
 - When sending patient information please use the medical record number plus two random digits.
 - All staff should know to disregard last two digits when searching for a patient by their medical record number.
 - Recommended that MA and provider communicate via text message regarding patient appointment flow
- MA to scrub charts the day before the visits
- All normal duties that can be done remotely still apply.

Referral Coordinators

- All referral coordinator duties that are possible via Telephone/Telehealth settings
 - All patient consents and documents that require patient signatures will need to be sent to IT to be added as PDFs within DocuSign.

Benefits Counselors

- ADAP Annual Recertification
- ADAP SVFs (6Mth Recertification)
- Ryan White Annual Screenings
- Ryan White 6Mth Attestations
- Any previously scheduled outreach appointments

All patient consents and documents that require patient signatures will need to be sent to IT to be added as PDFs within DocuSign.

BCs will be given DocuSign capability to help gather patient signatures and information.

PM/OAs and BCs are encouraged to work with IT for county and state specific DocuSign needs.

- Access to the following reports (if applicable) will be necessary:
 - RSR Report (BI Portal)
 - Insurance Exceptions (BI Portal and DOMO)
 - Termed Insurance Report (BI Portal)
 - ADAP Eligibility Review Report (AES)

PM/OAs and BCs are encouraged to work with IT for specific report access.

- It is important that BC staff has access (as much as possible) to the following tools:
 - AHF Internal Consents
 - AHF Email consent
 - ADAP applications and supporting forms
 - Ryan White supporting forms
 - Frequently used numbers list and team directory
- All normal duties that can be done remotely still apply.

Front Office

- Answer all incoming phone calls
- Whenever possible, assist with converting in-person appointment to Telephone/Telehealth appointments
- Ensuring all voicemails boxes and checked and that calls are returned the same day
- Confirming appointment prior to and on the day of the visits
 - Same day appointment confirmations should be done 1 hour prior to the patient appointment time
 - When confirming the appointment with the patient, it is important to confirm the accurate contact phone number and that it is noted in the system. This will help the provider and MA know what number to use when reaching out to the patient for their Telephone Visit.
 - The front office should also confirm the patients insurance, demographic and contact information

- When scheduling appointments, please try schedule (to start) please schedule every other available slot to allow time for remote staff communication. If this is not possible, we should make every effort to schedule the patient in any available slot.
- It is recommended that providers notify the administrative staff to contact the patient for a future appointment. This process may vary site by site. The site leaders are empowered to determine the best communication process.
- All normal duties that can be done remotely still apply.

All patient consents and documents that require patient signatures will need to be sent to IT to be added as PDFs within DocuSign.

Practice Manager/Office Administrators

- Support all Front Office and Benefits Counselor duties as listed above
- Manage all process related to patient appointments and follow-up
 - It is recommended that providers notify the administrative staff to contact the patient for a future appointment. This process may vary site by site. The site leaders are empowered to determine the best communication process.
- Manage all staff communication and ensure all appropriate information is being share as needed.
- Responsible for making sure all calls/extensions are properly routed to available individuals
 - PM/OA should be primary for all incoming main line general calls.
 - PM/OA should be back up for any unattended phone extensions
- Responsible for working with HCC Triad leadership to make local decisions regarding staff and patients.
- Conduct ongoing patient follow up calls to gather feedback about the remote patient flow process.
- Be a point person to be in constant contact with Regional leaders to provide updated on processes, staff and necessary patient situations.
- All normal duties that can be done remotely still apply.

All patient consents and documents that require patient signatures will need to be sent to IT to be added as PDFs within DocuSign.

Important Links

[HCC Daily Checklist](#)

Superbill Prep Links:

[Superbill Prep Tool](#)

[Superbill Prep Reports Link](#)

[Passport](#)

Clipboard MD (copy/paste the link) K:\Office Administrator\ClipboardMD (Need VPN Access)

Retention Links

[Retention Reports](#)

Client Experience Links[Client Experience Reports](#)[Client Experience Action Plan Template](#)**Financial Links**[Financial \(revenue\) Reports](#)[HCC Deposit KDrive Link \\AHFADC2\data\Office Administrator\Deposit Folder for HCC's](#)**Other Links**[COVID19 Patients Precautions Information Page](#)[COVID19 Employee Precautions Information Page](#)[AHF Email Portal](#)[AHF Employee Intranet](#)[AmTravADP Time Sheet](#)[AHF Above & Beyond Recognition](#)[AHF University \(Health Stream\)](#)[Concur](#)[Esker](#)[Box.com](#)[Productivity & Growth Reports](#)[Operations Reports](#)[HCC Policy Acknowledgement](#)[DOM Policy & Procedures](#)[DOM Training Resources & Quick Reference Guides](#)[Above & Beyond Nomination Site](#)[AHF Service Now](#)[AHF Website](#)[DOMO](#)[Citrix Access \(KDrive\) Access needs to be granted by IT](#)[BI Reports \(needs VPN access\) Access needs to be granted by IT](#)