HHP/HPH COVID-19 Updates Webinar Series

Monday, April 27, 2020 5:00pm – 6:30pm



Disclaimer:

- The following is intended as information resource only for HHP/HPH providers, clinicians, administrative and clinical leaders.
- Specific areas may not pertain directly to your clinical practice area and/or may not be applicable to your practice based on your existing workflows, infrastructure, software (e.g. EHR), and communications processes.



Webinar Details

- You have been automatically muted.
 Do not unmute yourself.
- You will be able to submit questions via the Live Event Q&A section.
 - Due to time constraints, any unanswered questions will be addressed this week and emailed to everyone via Info@hawaiihealthpartners.org
- A recording of the meeting will be available tomorrow on the HHP website.



How to Claim CME Credit

- 1. Step 1: Confirm your attendance
 - Visit <u>www.surveymonkey.com/r/hhpwebinar0427</u>
 by end-of-day, <u>Tuesday</u>, <u>April 28th</u>
- 2. Step 2: HPH CME team will email you instructions
 - Complete and submit evaluation survey that will be emailed to you within one week of the offering.
 - Your CE certificate will be immediately available to you upon completion of your evaluation.



CME Accreditation Statement

- In support of improving patient care, Hawai'i Pacific Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.
- Hawai'i Pacific Health designates this webinar activity for a maximum of 1.5 AMA PRA Category 1 Credit (s) ™ for physicians. This activity is assigned 1.5 contact hour for attendance at the entire CE session.



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION



COVID-19 & HPH Clinical Updates



Douglas Kwock, MD Chief Medical Officer, Pali Momi Medical Center



Gerard Livaudais, MD, MPH Executive Vice President, Population Health and Provider Networks



HAWAI'I HEALTH PARTNERS

Hawai'i Data Collaborative Data as of 04/27/20

Hawaii COVID-19 Data: Current Situation

(Values in parentheses refer to change from previous day)

State

607

 $(\Delta 1)$

County Pending: 0

HI residents diagnosed elsewhere: 7

Updated:

04/27/20



Last Updated: Apr 27

Hawaii **70** $(\Delta 0)$

> Kauai 21 $(\Delta 0)$



Honolulu 396 $(\Delta 0)$



Maui 113 $(\Delta 1)$

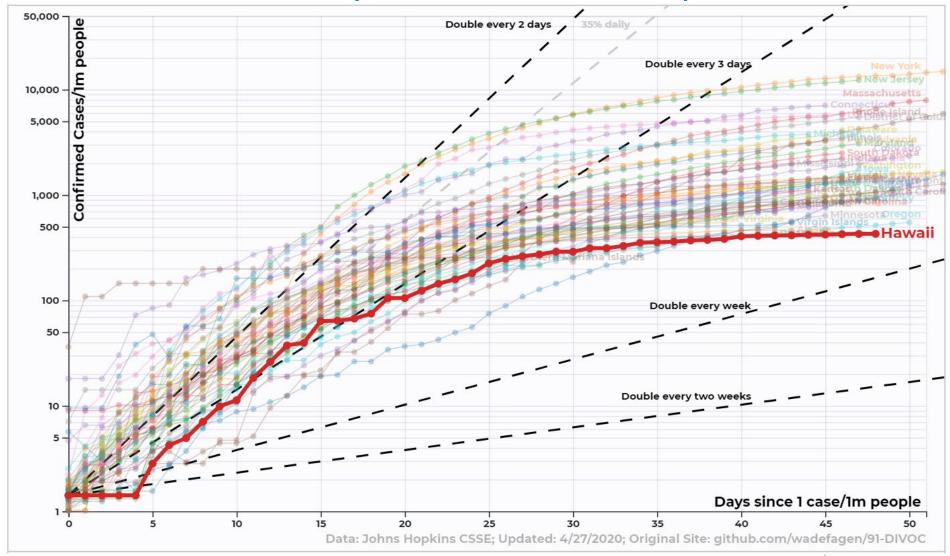






https://www.hawaiidata.org/covid19

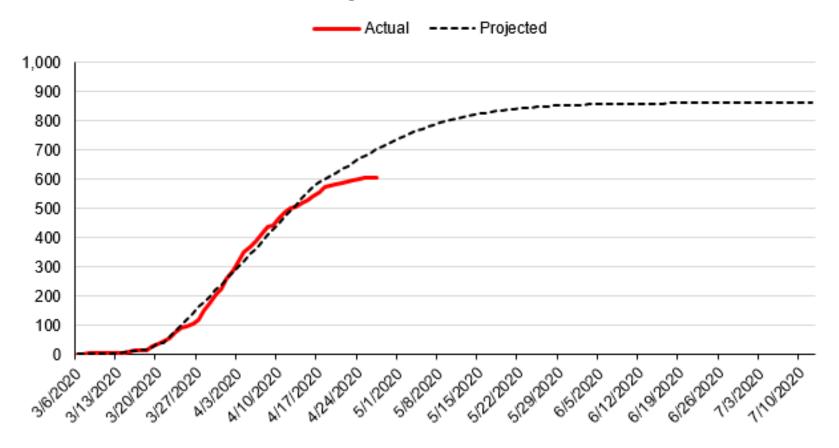
Confirmed Cases per One Million People – Hawai'i



https://www.hawaiidata.org/covid19

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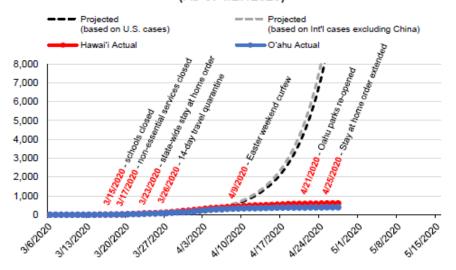
Hawaii Actual v. Projected Cumulative COVID-19 Cases



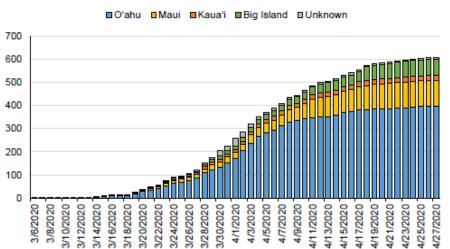




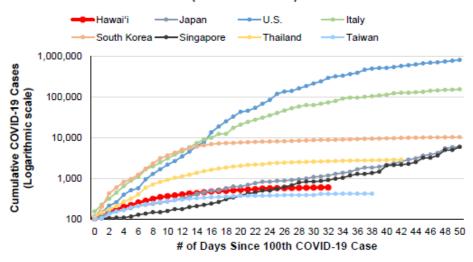
Projected and Actual COVID-19 Cases in Hawaii (As of 4/27/2020)



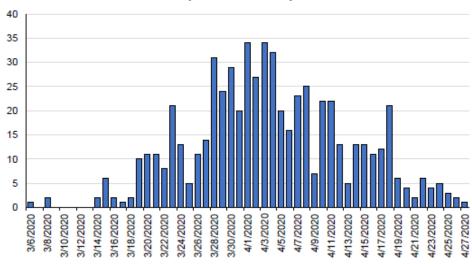
Hawaii COVID-19 Cases by Island (As of 4/27/2020)



COVID-19 Cases by Number of Days Since 100th Case (As of 4/27/2020)



Hawaii COVID-19 New Cases by Day (As of 4/27/2020)



HPH Business Analytics 04/27/20

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R_t Covid-19

These are up-to-date values for R_t , a key measure of how fast the virus is growing. It's the average number of people who become infected by an infectious person. If R_t is above 1.0, the virus will spread quickly. When R_t is below 1.0, the virus will stop spreading. <u>Learn More</u>.

4/26 model update: new R_t graphs reflect corrections for the amount of testing done over time in any given state. An increase or decrease in testing should not affect accuracy of R_t values in the future. This correction has significantly improved R_t values in most states.

Data Last Updated: 4/26 at 6:24PM



As of 04/27/20	Total Census	ICU beds occupied	# Ventilators in use	# new admitted patients w/ COVID-19 screen	admitted patients who have tested positive for COVID-19	Patients currently hospitalized w/ suspected or confirmed COVID-19
KMCWC	145	AICU: 0 NICU: 73 PICU: 4	AICU: 0 NICU: 19 PICU: 1 Wilcox: 1	0	0	2
РММС	77	4	4	3	0	1
SMC	90	14	6	2	0	0
WMC	35	4	1	1	0	0

HPH Site Specimen Collection Thru 04/27/20

	Totals (New from last week - 04/20/20)			
Location	Ordered	Pending	Positive	
Kapiolani Medical Center	Inpatient	177 (21)	1	1 (0)
Kapiolani Medical Center PSC	Outpatient	793 (85)	14	14 (0)
Pali Momi Medical Center	Inpatient	379 (54)	2	6 (0)
Pali Momi PSCs	Outpatient	1567 (151)	47	47 (9)
Straub Clinic and Hospital	Inpatient	306 (54)	2	2 (0)
Straub Clinics	Outpatient	1182 (97)	27	27 (1)
Wilcox Memorial Hospital	Inpatient	168 (30)	6	3 (0)
Wilcox Clinics	Outpatient	937 (64)	34	13 (0)
HPH Total	5,509 (556)	133	113 (13)	

Inpatient = ED and hospitalized (currently all "inpatient" positives are from ED, none are hospitalized)

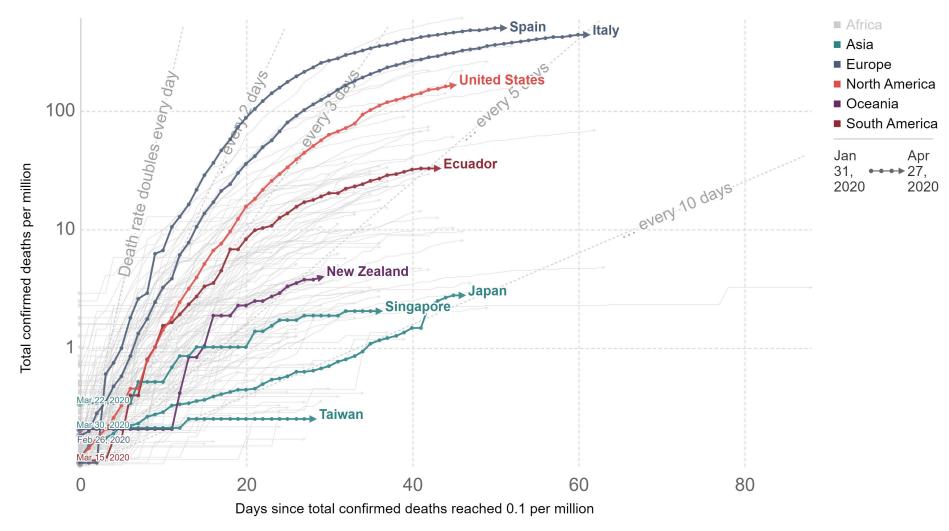
Outpatient = clinics and specimen collection sites



Total confirmed COVID-19 deaths per million: how rapidly are they increasing?

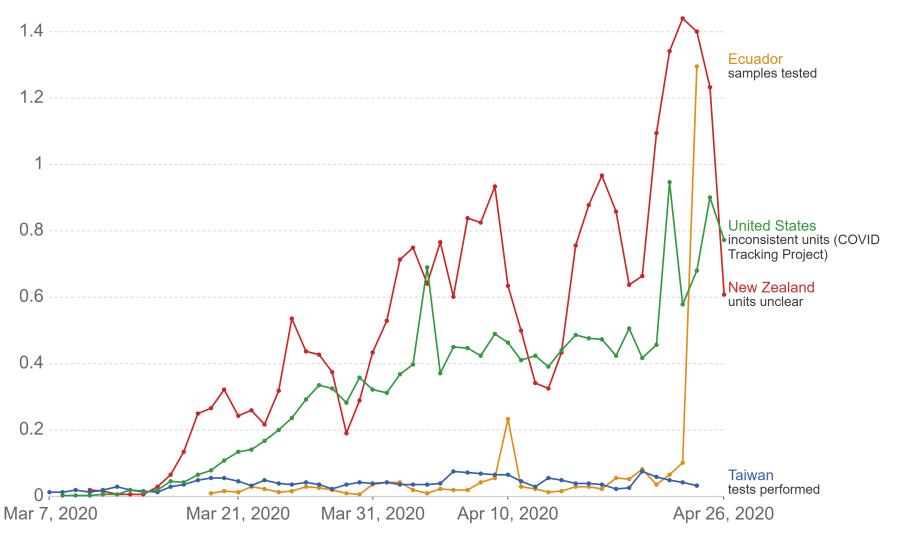


Shown are the total confirmed deaths per million people. Limited testing and challenges in the attribution of the cause of death means that the number of confirmed deaths may not be an accurate count of the true number of deaths from COVID-19.



Daily COVID-19 tests per thousand people





Source: Official sources collated by Our World in Data

OurWorldInData.org/coronavirus • CC BY

Note: For testing figures, there are substantial differences across countries in terms of the units, whether or not all labs are included, the extent to which negative and pending tests are included and other aspects. Details for each country can be found at the linked page.

Ecuador

- Lack of infrastructure
- Testing under-representative
- Health care capacity is limited and overrun
 - worse than Italy





Taiwan



Dr. Yuan-Tseh Lee
President Emeritus of Academia Sinica, Taiwan
Nobel Laureate, Chemistry, 1986



General public practices social distancing



Waiting for public transportation



Primary school students eating lunch



Waiting in a queue for takeaway



Staff workers make a symbol for a queue distance



People are eating at food courts of department stores

Complete Database Plus High Tech

Quarantine System for Entry



入境檢疫系統

Quarantine System for Entry

According to regulations in Taiwan, all visitors who had been to Europe or America in the past 14 days should be quarantined at home for 14 days. Those who do not have a separate room (including bathroom and toilet) in their houses, live with the elderly (265 years old), children (26 years old) or patients with chronic diseases (such as cardiovascular disease, diabetes or lung disease, etc.) are required to stay in quarantine hotels for 14 days after entry. Person who enter the main island of Taiwan shall not conduct home quarantine in any offshore Islands.

防疫旅館訂房資訊:

https://taiwanstay.net.tw/covhotel/ 請留存防疫旅館地址,以利居家檢疫 通知書填報。

For booking information of quarantine hotels, please check https://taiwanstay.net.tw/covhotel/

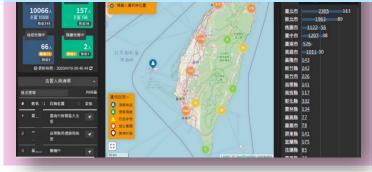
Home Quarantine Tracking System



LINE Bot System: Disease Containment Expert



Digital Fencing Tracking System





New Zealand

- Transparency about clusters
- Contact tracing
- "Threat" Levels
- Plans with specific instructions to sectors











Your health 🗸

NZ health system 🗸

Our work 🗸

Health statistics 🗸

Publications

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OVID	1-19
Healt	h advice
Healt	h professionals
Inforr	nation for specific audiences
Curre	ent situation
Cı	urrent cases
	Current cases details
	Significant clusters
	Testing rates
В	order controls
	ssential health & disability
E	pidemic Notice
Al	ert Level 3
Other languages	
Reso	urces
News	s and media

COVID-19 - Significant clusters

Last updated: 1:00 pm, 27 April 2020

A significant COVID-19 cluster is when there are ten or more cases connected through transmission and who are not all part of the same household. The cluster includes both confirmed and probable cases.

Public health staff quickly follow up confirmed cases as soon as they are identified. Following up confirmed cases quickly and isolating close contacts works to contain clusters and prevent the disease spreading any further. All clusters are being investigated and managed by public health officials.

Significant clusters in New Zealand

Significant clusters in New Zealand (as at 27 April 2020)

Cluster under investigation	Location	Total to date	New cases in last 24 hours	Recovered to date	Origin
Wedding	Bluff	98	0	68	Overseas exposure
Marist College	Auckland	93	0	83	Unknown
Hospitality Venue	Matamata	76	0	55	Overseas exposure
Aged residential care facility (1)	Christchurch	54	0	15	Unknown
Private Function	Auckland	39	0	36	Unkown
World Hereford Conference	Queenstown	38	-2	37	Overseas exposure
Aged residential care facility (1)	Auckland	34	3	8	Unknown
Community	Auckland	30	0	19	Unknown
Ruby Princess Cruise Ship Cluster	Hawke's Bay	22	0	14	Overseas exposure

New Zealand COVID-19 Alert Levels Summary



- The Alert Levels are determined by the Government and specify the public health and social measures to be taken in the fight against COVID-19. Further guidance is available on the **Covid19.govt.nz** website.
- The measures may be updated based on new scientific knowledge about COVID-19, information about the
 effectiveness of control measures in New Zealand and overseas, or the application of Alert Levels at different
 times (e.g., the application may be different depending on if New Zealand is moving down or up Alert Levels).
- . Different parts of the country may be at different Alert Levels. We can move up and down Alert Levels.
- Essential services including supermarkets, health services, emergency services, utilities and goods transport will
 continue to operate at any level. Employers in those sectors must continue to meet health and safety obligations.
- Restrictions are cumulative (at Alert Level 4, all restrictions from Alert Level 2 and 3 apply).

Published 16 April 2020

ELIMINATION STRATEGY - New Zealand is working together to eliminate COVID-19						
Alert Level	Risk Assessment	Range of Measures (can be applied locally or nationally)				
Level 4 – Lockdown Likely the disease is not contained	Community transmission is occurring. Widespread outbreaks and new clusters.	People instructed to stayathome (in their bubble) other than for essential personal movement. Safe recreational activity is allowed in local area. Travel is severely limited. All gatherings cancelled and all public venues closed.	Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics, petrol stations) and lifeline utilities. Educational facilities closed. Rationing of supplies and requisitioning of facilities possible. Reprioritisation of healthcare services.			
Level 3 – Restrict High risk the disease is not contained	Community transmission might be happening. New clusters may emerge but can be controlled through testing and contact tracing.	People instructed to stayhome in their bubble other than for essential personal movement – including to go to work, school if they have to or for local recreation. Physical distancing of two metres outside home (including on public transport), or one metre in controlled environments like schools and workplaces. People must stay within their immediate household bubble, but can expand this to reconnect with close family / whānau, or bring in caregivers, or support isolated people. This extended bubble should remain exclusive. Schools (years 1to 10) and Early Childhood Education centres can safely open, but will have limited capacity. Children should learn at home if possible. People must work from home unless that is not possible. Businesses can open premises, but cannot physically interact with customers.	Low risk local recreation activities are allowed. Public venues are closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, playgrounds, markets). Gatherings of up to 10 people are allowed but only for wedding services, funerals and tangihanga. Physical distancing and public health measures must be maintained. Healthcare services use virtual, non-contact consultations where possible. Inter-regional travel is highly limited (e.g. for essential workers, with limited exemptions for others). People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.			
Level 2 – Reduce The disease is contained, but the risk of community transmission remains	Household transmission could be occurring. Single or isolated duster outbreaks.	 Physical distancing of one metre outside home (including on public transport). Gatherings of up to 100 people indoors and 500 outdoors allowed while maintaining physical distancing and contact tracing requirements. Sport and recreation activities are allowed if conditions on gatherings are met, physical distancing is followed and travel is local. Public venues can open but must comply with conditions on gatherings, and undertake public health measures. Health services operate as normally as possible. 	Most businesses open, and business premises can be open for staff and customers with appropriate measures in place. Alternative ways of working encouraged (e.g. remote working, shift-based working, physical distancing staggering meal breaks, flexible leave). Schools and Early Childhood Education centres open, with distance learning available for those unable to attends chool (e.g. self-isolating). People advised to avoid non-essential inter-regional travel. People at high risk of severe illness (old er people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.			

Level 1 - Prepare

The disease is contained in New Zealand

- COVID-19 is uncontrolled overseas.
- Isolated household transmission could be occurring in New Zealand.
- Border entry measures to minimise risk of importing COVID-19 cases.
- Intensive testing for COVID-19.
- · Rapid contact tracing of any positive case.
- Self-isolation and quarantine required.
- Schools and workplaces open, and must operate safely.
- Physical distancing encouraged.

- No restrictions on gatherings.
- · Stay home if you're sick, report flu-like symptoms.
- · Wash and dry hands, cough into elbow, don't touch your face.
- No restrictions on domestic transport avoid public transport or travel if sick.

New Zealand National Action Plan

- Essential Businesses

Sectors					
Accommodation	Fast-moving consumer goods	Public safety and national security			
Border	Financial services	Science			
Building and Construction	Health	Social services			
Courts and Justice System	Local and National Government	Transport and logistics			
Education	Primary Industries, including food and beverage production and processing	Utilities and communications, including supply chains			



BUSINESSES AND SERVICES

Doing business at Alert Level 3

Financial support for businesses

NGOs and charities

Employers and employees working together

Doing business at Alert Level 3

Develop a COVID-19 plan so your business operates safely.

On this page

- > How to do business safely
- > Resources and sector-specific guidance
- > Developing a COVID-19 safety plan
- > Travel at Alert Level 3
- > Ensuring businesses are doing the right thing

How to do business safely

Under Alert Level 3, there are restrictions to keep workers safe, limit interaction with customers, and help prevent the spread of COVID-19.

Businesses must self-assess their ability to meet these restrictions and operate safely, just as they would normally to meet their duties under the Health and Safety at Work Act. Government agencies will not make these decisions for businesses.

To do business safely:

- · your business cannot operate if it requires close physical contact.
- · your staff should work from home if they can.
- customers cannot come onto your premises unless you are a supermarket, dairy, petrol station, pharmacy or permitted health service.
- your business must be contactless. Your customers can pay online, over the phone or in a contactless way. Delivery or pick-up must also be contactless.
- you must maintain hygiene measures, including physical distancing, hand washing and regularly cleaning surfaces.
- · Your workers must stay home if they are sick.
- For retailers, manufacturers, and the service industries, if you did not use Personal Protective Equipment (PPE) before COVID-19. you don't need it now.
- For essential healthcare workers, border agencies, courts and tribunal staff, first responders, and corrections staff, different PPE guidance applies.
 Ministry of Health guidance on PPE™
- · you must meet all other health and safety obligations.



I operate a retail store. What do the different alert levels mean for me?

At Alert Level 4, you can only sell essential non-food goods to customers by contactless delivery if you are registered to do so with the Ministry of Business, Innovation and Employment. Supermarkets, dairies and petrol stations can keep their stores open for customers without any limit on the type of goods sold, but food/drink cannot be consumed on-site.

At Alert Level 3, you can sell any goods to customers by phone/online order and contactless delivery or collection. You cannot open your physical retail storefront to customers unless you are a supermarket, dairy or petrol station. Customers can also collect goods through drive-through or contact-less pick-up, such as click and collect, instead of delivery.

At Alert Levels 1 and 2, you may open for customers to come in to your physical store, subject to the public health measures required at those alert levels. Restrictions on gatherings will also apply.

If you run a dairy or petrol station, note there are additional requirements you must comply with at Alert Levels 3 and 4.

What are the specific rules for supermarkets, dairies and petrol stations at the different alert levels?

Supermarkets can remain open at all alert levels. Public health measures may mean there are some changes to how they operate, such as a capacity limit.

Dairies and petrol stations can remain open at all alert levels. At Alert Levels 3 and 4, customers can only go into dairies and petrol stations on a one-in-one-out basis. At Alert Level 4, they cannot sell food or drink that has been prepared or cooked on-site (e.g. coffee, milkshakes, or made-to-order sandwiches), but they can sell food that has been prepared and packaged off-site by a supplier (even if it needs heating, e.g. pies, sausage rolls). At Alert Level 3, prepared food and drink can be bought and sold, but cannot be consumed by customers onsite.

When will restaurants, bars and cafes open?

Restaurants, bars and cafes can open at Alert Levels 1 and 2, subject to the public health measures required at both of those alert levels and restrictions on gatherings, for example distancing between tables.

Restaurants, bars and cafes cannot open their premises to customers at Alert Level 3 and 4. At Alert Level 3, they can sell prepared food and non-alcoholic beverages by contactless delivery and collection (including drive-through). At Alert Level 4, they cannot sell any prepared food or beverages.

MPI has information for food businesses about operating during Alert Level 3.

Re-opening or making changes to a food business in Alert Level 3 ☑ — Ministry for Primary Industries

Checklist for businesses ☑ - Ministry for Primary Industries

Will restaurants, bars and cafes be able to supply alcohol under Alert Level 3?

Most liquor licenses for these premises require alcoholic beverages to be consumed on-site, and are not allowed to be taken away. These laws remain the same under Alert Level 3.



Common Themes

- Coherent testing strategy
 - Surveillance at points of vulnerability
 - Understanding test characteristics & limitations
- Hyper-aggressive Cluster response
 - Quarantine
 - Contact tracing
- Broad understanding and social, government trust
 - Conceding some freedoms, civil liberties
- Titration plan
 - Willingness to resume strict measures



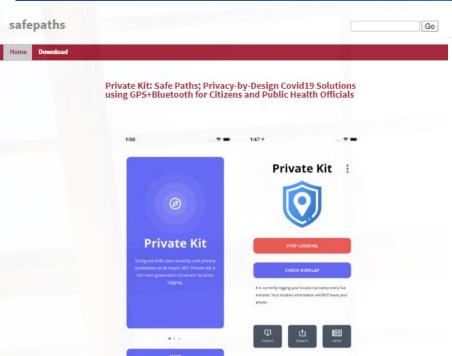


Join **1,100,000** users in stopping the spread of COVID-19 through community-driven contact tracing









BUSINESS NEWS APRIL 25, 2020 / 9:56 PM / A DAY AGO

Germany flips to Apple-Google approach on smartphone contact tracing

Markets

World

UK TV More

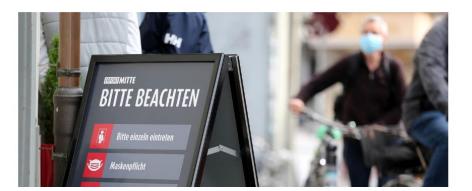
Douglas Busvine, Andreas Rinke

REUTERS

5 MIN READ

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BERLIN (Reuters) - Germany changed course on Sunday over which type of smartphone technology it wanted to use to trace coronavirus infections, backing an approach supported by Apple and Google along with a growing number of other European countries.



Not too early to be thinking about...

- How to prevent /prepare for the next pandemic
 - Quarantine and Contact tracing
- How to address disparities
- How to mobilize a broad network of public health/health community workers
- What is the new, "New Deal"? A re-engineered economy?
 - "de-regulated" for increased access
 - Green energy
 - Take out and DIY
 - Support smaller human units
 - Distributed health care
- Excess economic pressure can lead to civil unrest





COVID-19 Laboratory Testing

Owen Chan, M.D., PhD

Medical Director | Clinical Labs of Hawai'i

Pali Momi Medical Center



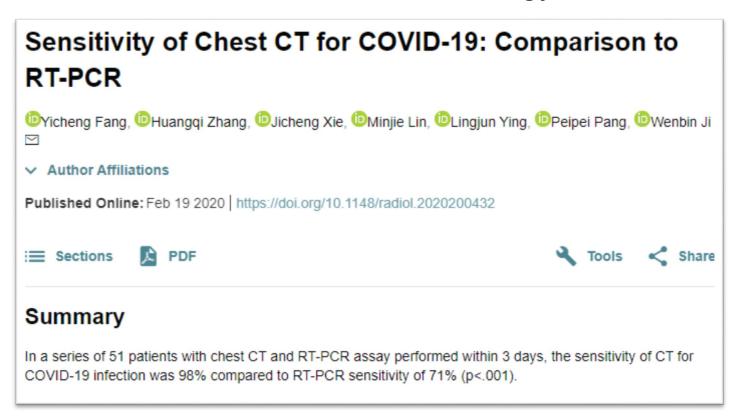
COVID-19 Laboratory Testing

Diagnosis and Treatment

RT-PCR

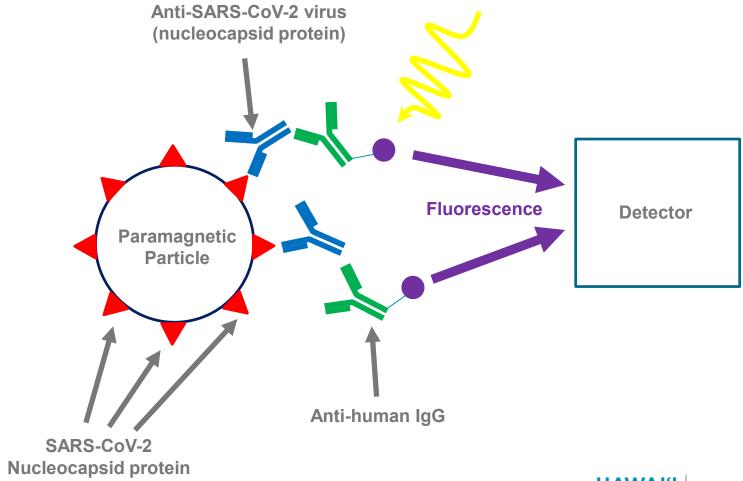
Epidemiology and Surveillance

Serology

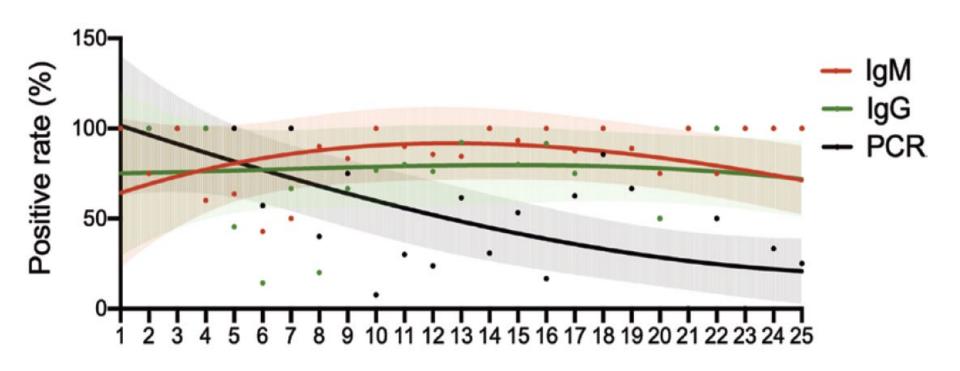




SEROLOGIC TESTING



Serology

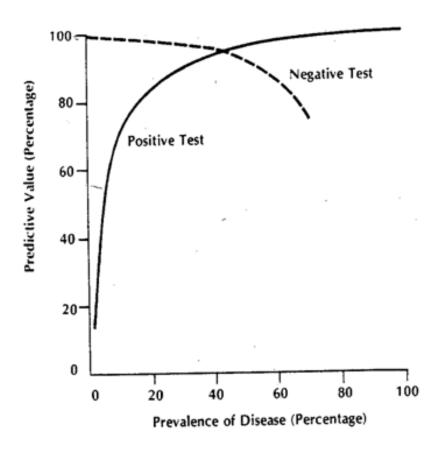


Clinical Infectious Diseases, ciaa310, https://doi.org/10.1093/cid/ciaa310

Published: 21 March 2020



Relationship Between Prevalence and Positive Predictive Value



Relationship between disease prevalence and predictive value in a test with 95% sensitivity and 85% specificity.

(From Mausner JS, Kramer S: Mausner and Bahn Epidemiology: An Introductory Text. Philadelphia, WB Saunders, 1985, p. 221.)



COVID-19 Procedural Patient Pre-procedure Testing



Melinda Ashton, MD
Executive Vice
President and Chief
Quality Office
Hawai'i Pacific Health



Leslie Chun, MD Chief Executive Officer, Hawai'i Pacific Health Medical Group



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CREATING A HEALTHIER HAWAI'I

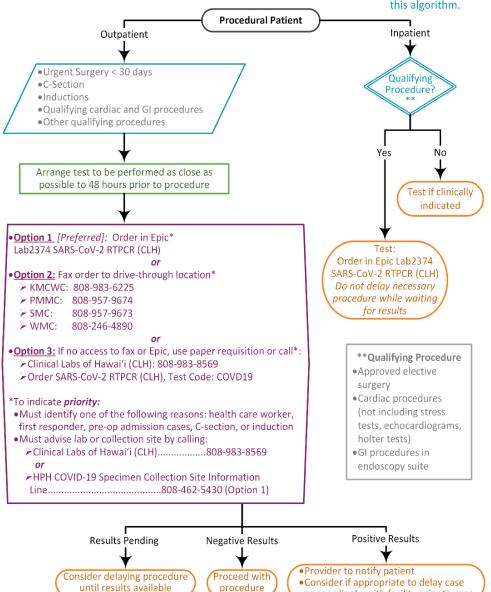
COVID-19 Procedural Patient Pre-procedure Testing

Updated 04/27/2020

Please check

hawaiihealthpartners.org

for frequent updates to this algorithm.



This algorithm is general guidance to practicing clinicians, may change with time, and is not intended to supersede the medical judgment of the clinician.

Consider if appropriate to delay case

or coordinate with facility prior to case

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HAWAI1 **HEALTH PARTNERS**



COVID-19:
A Neurologist's Perspective

Beau Nakamoto, MD | Neurology Hawai'i Pacific Health



Acute Neurologic Complications of COVID-19

Para-infectious syndromes

- Headache (up to 14%)
- Myalgia (up to 35%)
- Anosmia and ageusia (up to 34%)
- Rhabdomyolysis
- Metabolic encephalopathy
- Meningitis/Encephalitis
- Seizures
- Stroke

Post-infectious syndromes

- Acute disseminated encephalomyelitis
- Acute necrotizing hemorrhagic encephalopathy
- Guillain-Barre Syndrome
- Transverse myelitis

Risk factors for neurologic complications

- Advanced age
- Cardiac and respiratory disorders
- Hypertension
- Diabetes

Risks of COVID-19 for pts c neurologic d/o

- Pts c neurological d/o tend to be older
- Inflammatory-mediated neuro d/o on immunosuppressive medications
- Pts c neurological d/o often require greater physical assistance



Telemedicine Coding and Billing Update

Keoki Clemente

Director | Revenue Integrity

Hawai'i Pacific Health



Telehealth – What's New?

- Annual Wellness Visit
- Patient at home
- Perform via telehealth if:
 - Effort to obtain elements of exam necessary for visit
 - Clear documentation on how elements were obtained (or not)
 - Applies to the duration of pandemic



Telehealth to Telephone

- Video visits scheduled but not completed
- Technical issues
- Revert to telephone
- What code should be reported?
- Majority of visit completed = Telehealth/Video





Resources & Reminders

Andy Lee, MD

Medical Director | Hawai'i Health Partners

Hawai'i Pacific Health



PPE

HHEMC

- No charge for the following:
 - Face Shield
 - Mask
 - Latex Gloves
 - Gowns (out of stock)
- Email <u>info@hhemc.net</u> with request and specific PPE/quantity

Wilson Care Group

- Vetted by HHEMC
- Selling excess PPE as listed
- Email Jonathan at jonathan@wilsconcare.com or call his cell at 492-5411

Products:

	N95 Masks, NIOSH approved	\$4.75	
ı	KN95 Masks with testing doc	\$3.50	
	3-ply Surgical Masks	\$1.25	
	Goggles		\$ 5
	Safety Glasses		\$2.25
	Face Shields		\$2
	Gloves, Non-Latex/No Powde	x \$9	
	Microporous Gowns/Frocks		\$4
	Infrared No-Contact Thermometer		\$45
	Forehead Thermometer Sticker		\$1
	Adult Pulse Oximeter		\$25
	Disposable Shoe Covers-per	piece	25¢
	Hand Sanitizer-5 Gallons		\$125
	24 x 23 Bio-Hazard Bag		50¢
	Be Well Hawaii PPE Care Packages		\$20
١			

Additional items available upon request:

Covid-19 Test Kit-Antibody

Children's FDA Approved N95 Mask

Children's 3-ply Non-Sterile Surgical Mask

Pediatric Pulse Oximeter

Hospital Grade Disinfectant

Ventilators

Portable Ventilators

Oxygen Concentrators

Nebulizers

CPAP Machines

Medical Coveralls

Surgical Gowns

Infrared Thermometric Door/Tablet

Be-spectral Infrared Body Temperature Fast Screening

1221 Kapiolani Blvd. Suite 940 Honolulu, HI 96814 🆸 808.596.4486 🧶 BeWellHawaii.com

*DUE TO THE CURRENT WORLDWIDE PANDEMIC, PRICING OF PPE CONTINUES TO CHANGE, ALONG WITH SHIPPING.
THIS PRICING IS CURRENT AS OF 4/8/20. WE WILL DO EVERYTHING IN OUR POWER TO HONOR THE RATES HERE.



Vell Hamaii

Paycheck Protection Program (PPP) resumes April 27, 2020 (today)

- SBA will forgive loans if:
 - all employees are kept on the payroll for 8 weeks
 - money used for payroll, rent, mortgage interest, or utilities
- This loan has a maturity of 2 years and an interest rate of 1%
- 2 page application
 - https://www.sba.gov/sites/default/files/2020-04/PPP-Borrower-Application-Form-Fillable.pdf
- For more information, please visit:

https://www.sba.gov/funding-programs/loans/coronavirus-relief-options/paycheck-protection-program#section-header-0



HPH COVID-19 Virtual Clinic

HPH COVID-19 Virtual Clinic for Video and Phone Visits

808-462-5430 (Option 2)

7 days a week 8 a.m.-8 p.m. *hours may change based on demand

- We encourage patients to call, send an E-Visit, or send a MyChart message to their PCP first for guidance. If patients do not have a PCP or have limited access, they can call this phone number for guidance on mild respiratory symptoms.
- The virtual clinic is staffed by physicians and advanced practice providers for adult (18 and over) patients with fever and respiratory symptoms (e.g., cough, difficulty breathing).
- Patients will be virtually evaluated by video or telephone visit, and appropriate tests will be ordered, including COVID-19.
- Virtual Clinic will then direct patients:
 - To self-quarantine, rest, and follow up with educational materials.
 - To a HPH drive-up specimen collection site with an order.
 - To a Respiratory Evaluation Clinic if a physical evaluation is needed for their symptoms.
 - To the Emergency Department if appropriate.



COVID-19 Virtual Care Team

Population Health Management

Operational Hours
Monday - Friday 8am - 3:30pm
Saturday - Sunday 9am - 12pm

Surveillance Registry	Patient Monitoring
Live Now	Live Now
Ensure patients receive timely test results	Order in Epic to enroll in Patient Monitoring
Contact providers to confirm test result delivery or PUI form	MyChart preferred, not required
Document DOH PUI forms	Daily symptom check with patient
Deliver test results if needed	Escalation to nurse and physician as indicated

Enrollment in Patient Monitoring

Option 1

Epic Referral to HHP Complex Care;
 Referral Reason as COVID-19

Option 2

 Call the Virtual Care Team 808-462-5430, Option 5

Option 3

Virtual Care Team patient outreach

In all options if the patient uses MyChart, VCT will send provider a COVID-19 Home Monitoring order to cosign



COVID-19 Resource Pages for Physicians

- HHP Internet
 - www.hawaiihealthpartners.org /covid-19
- HPH Intranet

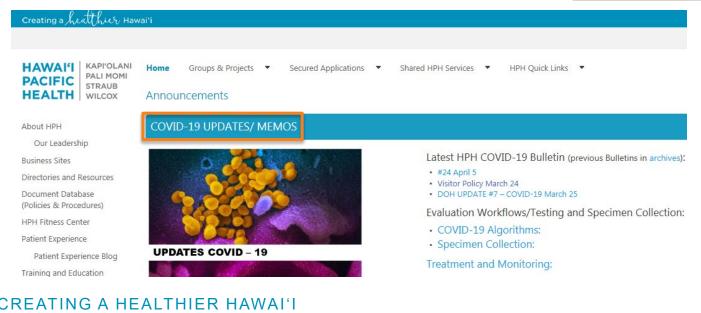


PIAWAH

PACIFIC

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HEALTH **PARTNERS**



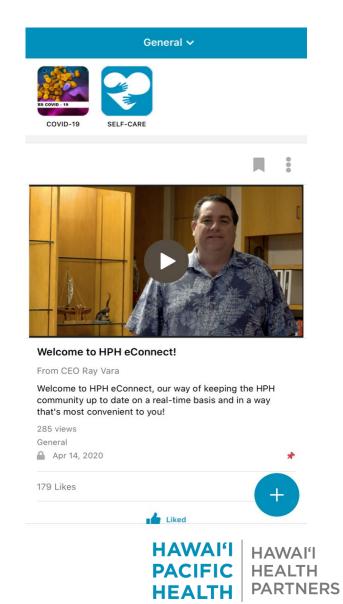
HHP Central Support

- (808) 462-5104
 - For Providers: Expanded services to include answering provider questions regarding COVID-19.
 - Hours of operation: Monday to Friday, 8:00AM 4:00PM
- Request via EPIC
 - Submit via EPIC, select "Network Access" as your "Reason for Referral"
 - Type out question(s)

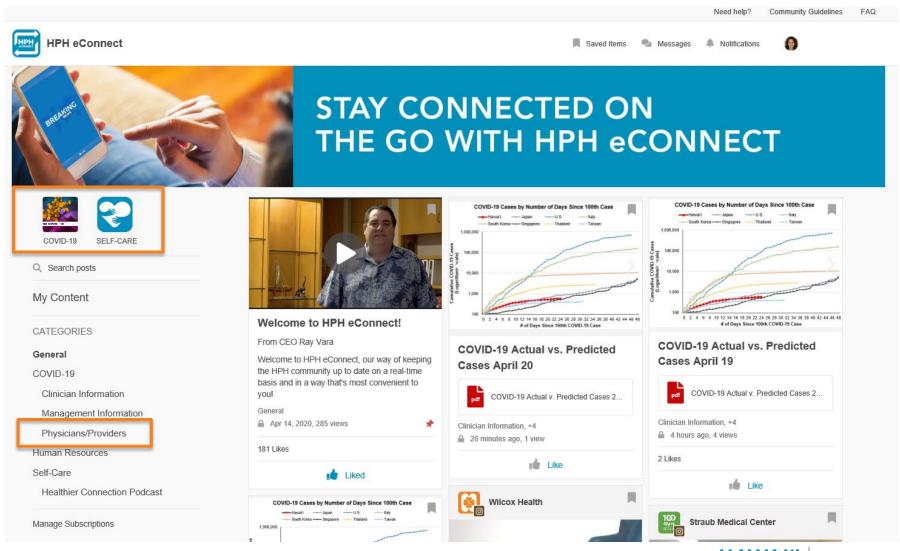


Stay Connected with HPH eConnect!

- Optional, voluntary internal communication platform
- Available to all HPH MG and HHP independent providers
- Web and Mobile app:
 - Daily updates and memos regarding COVID-19
 - Self-care support and well-being information
 - Get latest HPH news and announcements on the go
 - Opt-in push notifications



Web based HPH eConnect



Q&A



Thank you!

- A recording of the meeting will be available afterwards.
- Unanswered question?
 - Contact us at <u>Covid19Bulletin@hawaiipacifichealth.org</u>

