

The following information is intended as information resource only and general purposes and has been collected and provided for provider convenience. Full versions of this information are available via [HPH intranet](#) & [HHP website](#).

### Hours of Operation:\*

Monday – Friday  
8:00 a.m. to 3:30 p.m.

### Contact No.

(808) 462-5430 (press 5)

### How to Refer a Patient

1. Submit an EPIC referral to HHP Complex Care:
  - Type "COVID-19" as your "Reason for Referral"
2. Call the COVID-19 Population Health Virtual Care Team Management directly at (808) 462-5430 (press 5)

## COVID-19 Population Health Virtual Care Team Management

During this COVID-19 crisis, Hawai'i Pacific's Health's approach to population health management kickstarted a new initiative to help providers deliver an expanded scope of care to COVID-19 patients. Different from the HPH COVID-19 Virtual Clinic for Video and Phone Visits, which is more acute, whereas population health is more continuous.

On this note, Dr. Jaan Sidorov, EO of the Population Health Alliance and CEO of PA Clinical Network recently remarked in Healthcare IT News, "My world before COVID consisted of taking care of patients one at a time. Now, my duty is to serve an entire patient population."<sup>1</sup> Dr. Sidorov's experience is exactly the reason why the COVID-19 Population Health Virtual Care Team Management was created, to assist providers in delivering appropriate, high-quality care to a specific patient population.

The COVID-19 Population Health Virtual Care Team Management provides the following:

1. [COVID-19 Test Registry Management Program](#)
2. A 14-day [COVID-19 Virtual Monitoring Program](#)

### COVID-19 Test Registry Management

This service is automatically applied to all patients that are tested for COVID-19 at any HPH site, including [drive-up specimen collection site](#). [Click here](#) for the workflow algorithm. The purpose of the test registry management program is to ensure that all patients receive their test results in a timely manner so they can take immediate steps to care for themselves and help protect others in their home and community.

### The Basics

- COVID-19 test results are reviewed by the COVID-19 Population Health Virtual Care Team Management to confirm patient results notification and proper Epic documentation for the [Hawai'i State Department of Health \(DOH\) Person Under Investigation \(PUI\) Case Report form](#).
- When patient results notification is not found, Primary Care Providers and all other ordering providers will be contacted by the Virtual Care Team via Epic In Basket message to:
  - Confirm if test results have been delivered to the patient\*
    - If not, option – COVID-19 Population Health Virtual Care Team Management to deliver test results to patient. †

*\*If the COVID-19 Population Health Virtual Care Team Management is not able to reach the patient's PCP or ordering provider within 48 hours, a nurse on the Virtual Care Team will automatically call the patient to deliver the test results.*

*† If the COVID-19 Population Health Virtual Care Team Management nurse is unable to reach the patient within 2 daily attempts, a letter will be sent to the patients.*

*\*hours are subject to change based on demand*

Hours of operation updated June 9, 2020

<sup>1</sup>COVID-19 puts a spotlight on new pop health demands. (2020). <https://www.healthcareitnews.com/news/covid-19-puts-spotlight-new-pop-health-demands>

May 4, 2020

About the COVID-19 Population Health Virtual Care Team Management

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## COVID-19 Population Health Virtual Care Team Management cont'd...

### COVID-19 Virtual Monitoring Program

A 14-day program, which supports providers in monitoring the health of confirmed COVID-19 positive patients, and works with providers to facilitate patient care. [Click here](#) for the workflow algorithm.

### The Basics

- Providers may refer COVID-19 positive patients to the Virtual Monitoring Program.
  - Providers must elect to include their patients, and patients opt-in to the program.
- A daily symptom check-in with COVID-19 positive patients via the MyChart [mobile app](#) or [website](#), and/or via phone call with the Virtual Care Team – for patients who do not want to participate via MyChart.

### MyChart

- ✓ The Virtual Care Team will assist patients in the Care Companion/MyChart enrollment process via [mobile app](#) or [website](#).
- ✓ Patients are assigned a daily symptom check-in questionnaire via Care Companion.
- ✓ Virtual Care Team checks to ensure the questionnaire has been completed and if patient's symptoms require escalation.

### FAQs

#### Q. Who can take part in the COVID-19 Virtual Monitoring Program?

A. Available for all COVID-19 patients, all ages, and includes all healthcare payers and/or provider network affiliations.

#### Q. What is the escalation process if the patient's symptoms are worsening?

A. COVID-19 Population Health Virtual Care Team Management will contact the PCP or supervising physician. The patient will then be monitored solely by nurses on the Virtual Care Team with physician oversight and maintain constant communication on the patient's status and possible need for escalation.

#### Q. What can I expect to see in EPIC?

- A. Primary Care Physicians may receive an in-basket message to cosign the Care Companion enrollment order. Automatic In Basket messages will be sent to the COVID-19 Virtual Care Team nurse team for patients with worsening symptoms.
- Epic will display:
    - Encounters for the patient's daily symptom monitoring
    - Outreach encounters made by the COVID-19 Virtual Care Team

#### Q. Who staffs the COVID-19 VCT?

A. Staffed by members of the Hawai'i Health Partners Complex Care, Population Health Management, and Managed Care teams; consisting of RNs, BSNs, practice liaisons, coordinators and specialists. [Click here](#) for an HHP staff overview.

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