

Frequently Asked Questions

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Why is that when I call the patient, they aren't picking up even though I can see they are in the video waiting room?

Why can't I seem to assign patients to me on the generic schedule?

Have a patient with social needs?

Need an interpreter?

- Three-way dial in the Language Line for UPHS at 215-238-4300 (Access Code 4281462)

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What tests should I give patients? (updated 3/28/2020)

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Who is following up on those results?

- Dermatology is supporting OnDemand, the testing sites (when they order at the point of testing), and (soon) the EDs.
- They will document the results reporting in PennChart.
- They may not get to it the moment you do, but they will definitely prioritize notifying the positive results ASAP.
- Yes – Derm works weekends too!

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Logistics

What if the patient doesn't show up? How long should I wait?

- You can designate them as a no-show. Do not wait more than 5 minutes in the virtual waiting room. You can call the patient up to 10 min after the appointment slot.

Why is that when I call the patient, they aren't picking up even though I can see they are in the video waiting room?

- It is due to mismatched expectations. Patients are waiting for a video appointment, and we are trying to often call them from an unknown number, so they are ignoring us. Do your best to try and connect. We are trying to create different workflow streams for video visits using the PennChart interface vs. the BlueJeans/Vidyo process that has been distributed by Liz Deleener's group.

Why can't I seem to assign patients to me on the generic schedule?

- We are provisioning you all into the department daily en masse. Sometimes the process can be 1-2 days behind. The trick is to go into the chart, start a note, and pend it quickly so that others know that you are calling. If the patient does not pick-up or is a no-show. Delete the content of the note and the note will disappear.

Have a patient with social needs?

Two options:

- Penn Medicine at Home's IMPaCT community health workers offers help and social support to patients in need. [Providers can refer their patients to IMPaCT](#), which will call patients to arrange food delivery or utilities assistance, explain benefits rules, reach out to community organizations, or just listen. Send an EPIC message to the "IMPaCT pool" or call 215-662-8635.
- Penn Medicine Social Work has opened a referral pool titled, "COVID-19 Social Needs". If you have a patient that needs assistance from our social work teams, please do not hesitate to route to this pool. They will be able to accept any referrals routed to them for patients with social needs, safety concerns, and/or psychosocial distress.

Need an interpreter?

- Three-way dial in the Language Line for UPHS at 215-238-4300 (Access Code 4281462)

Concerned about healthcare worker being exposed to a COVID-19 Positive patient?

- Important - make sure that infection prevention or control is aware if you are concerned about potential exposure or need for contact tracing. Patient can do it or you can do it. We think the clinician doing the notification closes the loop so they can initiate contact tracing.
- Follow guidelines for low, medium, high risk exposures (see intranet). Patient should still also let occupational medicine know.
- If it is a healthcare worker you are having an encounter with, you can let them know they can call infection prevention or control (IP/IC) at their local entity. Alternatively (many of you have done this), you can call IP/IC yourself. The numbers are available on the intranet page for COVID-19.
- Of note, if at the Rittenhouse facility, you can call Dr. Jerry Jacob (ID) directly at 215-205-7131.
- I promise you – IP/IC want to know sooner rather than later that way there is not an outbreak in our health care facilities.

What to do with myPennMedicine to you from patients you've seen in PMOD?

- Send to **p MPM PMOD CLINICAL POOL**
- For results requests, let them know that they will be contacted when their results are available.
- Please use the flag the note as 'Urgent' or 'High Priority' if you would like the PMOD side to see the note earlier.
- Let your practice managers and RN teams know so they can re-route these messages.

Patient care (e.g., infection control, testing)

What's the correct way to notify Infection Prevention/Control officer for contact tracing?

- If you identify a patient who was positive for COVID-19 and had direct patient care or was in the clinical care settings – this should raise your concern that Infection Control & Infection Prevention should be notified. Steps to consider (preferred to least preferred):
 1. Call the local entity Infection Prevention/Control results yourself (see intranet for #)
 2. Ask that the patient call the local entity Infection Prevention/Control (see intranet for #)
 3. Ask that the patient tell their manager so that their manager contacts Infection Prevention/Control.

When should I test a healthcare worker?

- The threshold for testing a healthcare worker with relatively minor symptoms should be quite low. They should be OOW pending results.
- If they were at work within 48 hours of PMOD conversation, they would need to clarify Infection Control first as they may have exposed others and need rapid testing to clarify.
- When in doubt, keep them out.

What tests should I give patients? (updated 3/28/2020)

- Use the **SARS COV -2 RNA qualitative real-time RT-PCR Test**. Choose “Normal” test and choose LabCorp. The OnDemand department can't order from Quest because of a technical error. So, for Ondemand only, you must order from LabCorp.
- We are sending patients to the King of Prussia and Market Street locations for drive through testing. Market street also has a walk-up process.

Penn's Testing Sights

- Please note that non-Penn patients do NOT have to schedule a testing appointment in advance. If they come to the testing site, the testing site can have them registered on site and put them in the queue if they meet the testing criteria.
- From the testing site: “Our volumes have dropped recently and we have heard that different folks on the front line are giving different messages.”
- See below for information about testing in the region:
 - [FOX29 Keeping a List](#)
 - Citizens Bank Park (**Closed as of April 10, 2020**)
 - Only open from 1 PM - 6 PM; Unclear if open on Weekends.
 - Do not need an order
 - For anyone over 50 with symptoms or healthcare workers
 - Rite Aid at 7401 Ogantz Ave
 - 1st responders & health care workers only
 - Open 9 AM - 5 PM
 - Lancaster General
 - Pennsylvania College of Health Sciences on Greenfield Rd.
 - Temple's Ambler Campus
 - Open 10 AM - 6 PM

- Appointment is required

Who is following up on those results?

- Dermatology is supporting OnDemand, the testing sites (when they order at the point of testing), and (soon) the EDs.
- They will document the results reporting in PennChart.
- They may not get to it the moment you do, but they will definitely prioritize notifying the positive results ASAP.
- Yes – Derm works weekends too!

Can I write a work note?

- You can provide work notes. To find the OnDemand letter head – search for “OnDemand” and the department’s work note will show up.
- In the virtual environment, we have capped it to 2 days max. If an employee needs more than 2 days or you believe they meet criteria or quarantining/self-isolation for 3 or more days, then they must inform HR and Occupational Medicine or Infection Prevention/Control.

When should I test a healthcare worker?

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- If they were at work within 48 hours of PMOD conversation, they would need to clarify Infection Control first as they may have exposed others and need rapid testing to clarify.
- When in doubt, keep them out.

Receiving unwanted MPM messages after working OnDemand?

- We hear you. This is a problem.
- We are creating a pool that these MPM messages from patients you’ve seen (video or not) through OnDemand will eventually get routed to. Ideally, it will be automatic. We are working with IS to build this STAT.
- For now, please route to their PCP especially if it is a Penn PCP. If they don’t have a PCP do your best for now but know we are helping.

Can I change the physical exam section?

- Yes! It’s a guide. Edit it. Delete it to what you think is accurate.

Am I legally responsible for following up on patients who do NOT have a PCP or do not have a Penn PCP when I see them in the OnDemand encounter space?

- We have discussed with leadership – care for the patient as best as you can. There should not be a concern for extra liability because it is a non-Penn patient. For the record, we can still provide the ones without a PCP a number to call to make a new patient appointments. Have them call the access center: **1-800-789-7366**.

Technology Questions

Who is calling me? How to get patients to pick up the phone.

- If you are using a personal phone, you can use the Doximity app's Dialer to enter the PMOD phone number (215-615-2222) which makes the call look like it originates from PMOD and patients are more likely to pick up. Nifty trick in Doximity.

Can I get a video? (updated: 3/28/2020)

- It only works in the Center for Connected Care or those with a special "warp drive." We are working on different workflows for those who can conduct video visits using the built-in video function within EPIC/PennChart vs. those who need to use BlueJeans/Vidyo instead.

Are UPHS computers required for video visits in the PMOD department?

- Yes
- IS security guidelines were issued Wed 3/18/2020 stating that all PMOD video / telehealth visits require Penn Medicine computer equipment.
- We need to identify who will be working off of UPHS devices in the coming days. If you do not, you'll automatically fall into the OnDemand staff who will conduct phone visits only. That's okay (see next).
- We will NOT be providing UPHS issued computers, they are in short supply and the logistics of distributing them are quite complicated.
- Unfortunately, you will not be able to use a non-penn laptop/desktop to remote into your Penn desktop and see patients via video.

Documenting and Billing

Patient assignment challenges?

- Remember to assign patients to yourself when you open the chart so the visit is recorded in Penn Chart. If you can't assign yourself then please let us know. A ticket must be entered to provision you. Most have been provisioned as of today.
- If you can't change the generic provider to yourself...one trick I've heard is that you can open the chart first to see if there is a note → start the note (it will be signal blocker for the next person) → pend it → come out of note to assign themselves as the provider → then go back into the chart.

To GT or GTX?

- A friendly reminder that institution wide we are using a LOS modifier of GT (Tele Video) or GTX (Tele Telephone) for all Telemedicine visits to indicate the mode of communication. If you do not see buttons next to the modifier field, click the green plus sign to add.
- As of **7am, Friday, March 27th**, you will be required to insert a telemedicine level of service (LOS) modifier (GT for video and GTX for telephone visit) prior to

closing the encounter. If you do not, you will see a notification which will prevent you from closing the encounter.

Who can staff PMOD?

Can NPs or PAs do these shifts?

- Yes. NPs should make Krisda Chaiyachati their collaborating physician when logging into the OnDemand Department (code: 1151).
- Yes. Physician Assistants will list Krisda Chaiyachati as the co-signer for their encounters.

Talking to patients

The tough conversations (e.g., I'm not ordering testing):

- We've received some negative feedback from patients who have been told they most likely have COVID-19 but were not tested. Please consider some sympathizing language from this useful site: [Framing tough conversations around Covid-19](#). Thank you, Jen Myers.

Important Links

Google maps of EDs and Urgent Care Centers

- With phone numbers