



MEDIC MANAGEMENT GROUP LLC

COVID-19 PRACTICE READINESS ASSESSMENT

In order to protect their patients and employees, physician practices need to be thoughtful when re-opening their practices after temporary closures during the COVID-19 pandemic. They should stay abreast of legal developments and pay attention to financial and operational concerns during this rapidly changing environment. For example, among others, we recommend that practices consider the following action items and consult the following resources:

1. Review Guidance from OSHA, CDC, and CMS	<ul style="list-style-type: none">Reference guidance and ongoing updates from OSHA, CDC, and CMS. Understand when and to what extent your practice can reopen for patient visits.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
2. Construct Staffing and Financial Plans for Reopening	<ul style="list-style-type: none">Review each provider's schedule for the upcoming weeks to get an idea of patient volumes and immediate staffing needs.Determine if you will have enough cash to comfortably operate and can sustain varying patient volumes and demand.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
3. Develop Safety Protocols	<ul style="list-style-type: none">Modify processes and procedures as necessary to promote social distancing and proper safety measures.Arrange for cleaning service and/or assign staff to clean and disinfect office prior to opening, throughout the day, and end of day.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
4. Assess the Supply of Personal Protective Equipment	<ul style="list-style-type: none">Review OSHA and CDC guidance. Ensure your practice meets guidelines, with some margin in case of another outbreak.Enforce strict rules in office about proper usage of masks and other protective equipment. Consider hanging posters or visuals to remind staff and patients of importance of safety.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
5. Modify Workflows	<ul style="list-style-type: none">Develop pre-screening script to use at the time of scheduling. All patients should be asked if they are experiencing COVID-19 symptoms.Review check-in/check-out processes and all workflows and modify as necessary to limit patient and staff direct contact.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
6. Reach out to Vendors, Suppliers and Other Services	<ul style="list-style-type: none">Confirm EMR and PM systems support telemedicine and any COVID-19 related coding and billing standards.Reach out to the answering service and any delivery/pickup services to notify them of office opening and any changes to original schedules and office hours.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
7. Communicate with Staff, Providers, and Patients about Practice Changes	<ul style="list-style-type: none">Review any modified or new policies, procedures, and workflows to minimize chance of exposure.Reach out to patients (by phone, text, and email) to create awareness of opening, scope of procedures available, and hours.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started
8. Meeting with Providers and Staff	<ul style="list-style-type: none">Meet with all staff and providers to address any questions or concerns prior to implementation of any new processes, workflows, or changes in expectations of day-to-day operations.Schedule periodic check-ins for the first few weeks back in office.	<input type="checkbox"/> Completed <input type="checkbox"/> Work in Progress <input type="checkbox"/> Not Started



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Financial Considerations

- 1. Forecast Cashflows for the Next 2-3 Months**
Being proactive and forecasting available cash will help you understand the current health of the practice and ability to operate.
- 2. Consider Available SBA Loans or Government Grants**
If you are unsure about future cashflows, consider alternative sources for cash. Review terms and forgiveness rules. Develop a tracking method for usage of any loans or funds received.
- 3. Address Accounts Receivable/Payable**
Focus on collecting and following up on outstanding claims. Address any deferred payments with vendors, services, etc.

Staffing Considerations

- 1. Options for High-Risk Staff**
Consider options for those over the age of 60 or with pre-existing conditions. Look into feasibility of alternative roles or shifts.
- 2. Pay Attention to Emotional and Physical Needs**
Secure resources for support of mental health and wellness of any employee or provider if needed. Be aware of signs of increased stress, anxiety, or depression.
- 3. Assess Staffing Needs**
If demand is low, consider cutting staff or reducing hours until the pace increases.

Other Considerations

- 1. Continue to Use Telehealth, as Appropriate**
Accommodate patients who would prefer to be seen through virtual care. Educate patients on benefits and convenience of telehealth.
- 2. Community Awareness**
Critical messaging through social media and practice website encouraging return for appointments, critical safety, and explaining why process changes and any inconveniences are necessary.
- 3. Review Technology**
Test VPN capability, internet connection, application access, etc. for all employees that can work remotely. Provide education and employee training specifically giving guidance on the increase in phishing and email scams.

COVID-19 Resources

- [OSHA Guidance on Preparing Workplaces for COVID-19](#)
- [CMS Recommendations for Re-opening Facilities](#)
- [CDC COVID-19 Resources](#)
- [COVID-19 Posters and Signs](#)
- [Telehealth Education and Workflows](#)

Visit us at www.medicmgmt.com

For more information please contact us at 1-800-288-2818

Patrick Garcia – pgarcia@medicmgmt.com or 234-466-1048

Penn Kurtz – pkurtz@medicmgmt.com or 304-242-9010

This Practice Reopening Readiness Assessment is designed to assist physician practices in the development of their reopening policies and procedures. It does not constitute legal, financial, or regulatory compliance advice. Medic Management Group LLC disclaims all liability in respect to actions taken or not taken based on any or all the contents of this Practice Readiness Assessment to the fullest extent permitted by law. We recommend that all physician practices consult with their attorneys and financial advisors during this challenging time. Do not act or refrain from acting upon this information without seeking professional legal counsel.