



Century Care Inc DBA Atlas Medical

7227 E Baseline Rd. Suite 126 - Mesa, AZ 85209

(o) 480-868-9650 (f) 480-834-3606

Office@AtlasMedicalCare.com

March 27th 2020

Dear Healthcare Partner,

Under the 1135 waiver expansion, a range of providers, such as doctors, nurse practitioners, clinical psychologists, physical therapists and licensed clinical social workers, can offer telemedicine services.

Telemedicine is divided into 3 types

- Telehealth Visits
 - Before the 1135 waiver these visits were almost never allowed.
 - These are full medical visits inclusive of all 4 parts of a traditional face-to-face visit.
 - If a patient is in Assisted Living or Directed Care a telepresenter is required.
 - These visits must be performed in order to prescribe medication, order DME, HHS etc.
 - These are billed per visit, co-pay, coinsurance and deductible are waived by 1135.
- Virtual Check-in's
 - These are "Brief" non-face-to-face visits that must be patient initiated and cannot be related to a previous visit or result in the need for a visit.
 - These are typically responding to the patient's concern by telephone, audio/video, secure text messaging, email, or use of a patient portal messaging.
 - This visit type cannot be utilized in Assisted Living or Directed care.
 - These are billed per visit. Co-pay, coinsurance and deductible are NOT waived by 1135
- E-Visits
 - These are non-face-to-face patient-initiated communications with their Provider via online patient portals. The patient needs to be the one who initiates this visit.
 - This visit type cannot be utilized in Assisted Living or Directed care.
 - This visit type cannot be used to prescribe medication, order DME, HHS etc.
 - This is service is billed on a weekly basis not by visit.

During the COVID19 waiver period, Atlas Medical will only provide "Telehealth Visits" we do not provide Virtual Check-in's or E-Visits as they are not allowed to be used in Assisted Living or Directed Care due to the patient not being able to "Initiate" the visit. Per Medicare guideline Atlas Medical will utilize a "Telepresenter" or "Presenter" to conduct all Telehealth Visits. Each community can choose to provide a staff member to act as the presenter or Atlas Medical can provide one.

Per Medicare a "telepresenter is frequently present, to address the challenges that the consulting provider faces when conducting a physical examination using telemedicine and to ensure efficient information exchange. The presenter is located at the patient remote site and provides support to the patient and the telemedicine-consulting provider in completing the physical examination and/or telemedicine activity."

During the 1135 waiver period Atlas Medical will use Google Duo to perform all Telehealth Visits as Google Duo is extremely simple use with end-to-end encryption and available on all internet devices.

The presenter will download and operate a cell phone or tablet with Google Duo.

<https://support.google.com/duo/answer/6386089?co=GENIE.Platform%3DAndroid&hl=en>



Century Care Inc DBA Atlas Medical

7227 E Baseline Rd. Suite 126 - Mesa, AZ 85209

(o) 480-868-9650 (f) 480-834-3606

Office@AtlasMedicalCare.com

Telehealth Visit Protocol (Community Provided Presenter)

In order for the presenters to get in and out as quickly as possible, the facility staff, presenter, and provider need to be prepared the morning of the visit.

Provider needs to get eMar login at all available facilities

The several days before:

- Telehealth Provider and community presenter should coordinate how often and on what days telehealth will be available to the community.

The day/night before:

- The provider needs to review all Elation messages/reports, and update their list of patients needing visits and send to the community presenter a list of all scheduled visits for the next day.
- Provider should provide the community presenter a scheduled time slot to perform Telehealth.

The morning of:

- The community presenter should collect or obtain a list of all Atlas Patient's temperatures within the last 24hrs.
- The presenter should review the facilities "Atlas Binder" for any incident reports, caregiver notes on who needs to be seen, or medication refills.
- Presenter should make sure that each MedTech checks their med cart for meds that need to be refilled. Any med that has only 7-14 days left should be refilled. Patients needing refills need to be added to the day's schedule.
- The presenter should review the provider's scheduled visits with Nurse/Resident Care Coordinator/Lead Caregiver and ask if there is anyone who needs to be seen or if there is anything the provider should know about. Including any:
 - Incident reports, with/without injury
 - Wounds
 - Abnormal Vitals/Labs
 - Return from Hospital/SNF/or specialist
 - Change in Appetite/Behaviors/Neurological Status
 - Family requests
 - Move-in/Move-out paperwork
 - New Patients
- Before calling the provider, the presenter should compile the list of all patients who need to be seen and collect any related documents or medication lists. When in doubt report it to provider.

Before the visit(s):

- The presenter will call the provider by phone.
- The presenter will review schedule and any notes or concerns with the provider.
- The presenter will report any POSITIVE COVID19 assessments or residents with a fever.
- The presenter and provider should make an update/unified final schedule of patient to be seen.
- The presenter will ask basic ROS to Caregiver or Patient/POA for all patients on the schedule?
 - Fever? Cough? SOB? Chest Pain? Nausea? Vomiting? Pain?

Performing the visit(s):

- After all information is collected, the presenter will call the provider via Google Duo.
- The presenter will go room to room only if necessary and requested by provider.
- The presenter can provide a basic "Visual Exam" at the direction of the provider.
- The presenter may need to collect vitals: Temp, BP, O2, Pulse

After the visit(s):

- The presenter should "checkout" with Nurse/Resident Care Coordinator/Lead Caregiver and give a report on everything that was done. Verify that there is nothing else that needs to be done.



Century Care Inc DBA Atlas Medical

7227 E Baseline Rd. Suite 126 - Mesa, AZ 85209

(o) 480-868-9650 (f) 480-834-3606

Office@AtlasMedicalCare.com

Telehealth Visit Protocol (Atlas Medical Provided Presenter)

In order for the presenters to get in and out as quickly as possible, the facility staff, presenter, and provider need to be prepared the morning of the visit.

Provider needs to get eMar login at all available facilities

The day/night before:

- The provider needs to review all Elation messages/reports, and update their list of patients needing visits and send to the presenter a list of all scheduled visits for the next day.
- The presenter and the provider should encourage the facility to collect resident temperatures and to complete the COVID19 assessment forms.
- Provider and Presenter should coordinate schedules.

The morning of:

- The presenter should review the facilities "Atlas Binder" for any incident reports, caregiver notes on who needs to be seen, or medication refills.
- Presenter should make sure that each MedTech checks their med cart for meds that need to be refilled. Any med that has only 7-14 days left should be refilled. Patients needing refills need to be added to the day's schedule.
- The presenter should review the provider's scheduled visits with Nurse/Resident Care Coordinator/Lead Caregiver and ask if there is anyone who needs to be seen or if there is anything the provider should know about. Including any:
 - Incident reports, with/without injury
 - Wounds
 - Abnormal Vitals/Labs
 - Return from Hospital/SNF/or specialist
 - Change in Appetite/Behaviors/Neurological Status
 - Family requests
 - Move-in/Move-out paperwork
 - New Patients
- Before calling the provider, the presenter should compile the list of all patients who need to be seen and collect any related documents or medication lists. When in doubt report it to provider.
- (If the facility has not collected resident temperatures or performed the COVID19 assessments then the presenter needs to collect)

Before the visit(s):

- The presenter will call the provider by phone.
- The presenter will review schedule and any notes or concerns with the provider.
- The presenter will report any POSITIVE COVID19 assessments or residents with a fever.
- The presenter and provider should make an update/unified final schedule of patient to be seen.
- The presenter will ask basic ROS to Caregiver or Patient/POA for all patients on the schedule?
 - Fever? Cough? SOB? Chest Pain? Nausea? Vomiting? Pain?

Performing the visit(s):

- After all information is collected, the presenter will call the provider via Google Duo.
- The presenter will go room to room only if necessary and requested by provider.
- The presenter can provide a basic "Visual Exam" at the direction of the provider.
- The presenter may need to collect vitals: Temp, BP, O2, Pulse

After the visit(s):

- The presenter should "checkout" with Nurse/Resident Care Coordinator/Lead Caregiver and give a report on everything that was done. Verify that there is nothing else that needs to be done.