



Memorandum

TO: Premier Health Managers, Providers, and Staff [AMC, CompuNet, Fidelity Health Care, MVH, MVHN, MVHS, PPN, PSS, SBHI, UVMC]

FROM: Mary Boosalis, President & CEO, Premier Health

DATE: May 1, 2020

RE: **Update on Ramping Up to Expand Access to Services**

We have been closely monitoring Governor DeWine's plan for responsibly restarting health care services that have recently been suspended by the state in order to conserve critical personal protective equipment (PPE) and hospital beds in anticipation of a patient surge during the COVID-19 pandemic.

Based on the Governor's latest guidelines, Premier Health will resume select health care services at many of our locations beginning on Monday, May 4. The initial focus will be on certain surgical cases and diagnostic procedures, medical imaging, and physical therapy and rehabilitation services.

Multidisciplinary teams from across the health system have worked diligently over the past few weeks to prepare for an anticipated increase in patient volume and to ensure that services can be resumed safely and responsibly. Hours for our operating rooms, cardiac catheterization labs and interventional radiology suites will be adjusted to accommodate these needs. Please see below for additional details:

- **MEDICAL IMAGING: Interventional radiology and non-urgent imaging exams are scheduled to resume on May 4.** Please note that the following services will not begin until May 11: screening mammography, DXA, calcium scoring and Low dose CT lung screening.
- **PHYSICAL THERAPY AND REHABILITATION SERVICES:** On May 4, the ramp-up of therapy services will begin at all sites, with a primary focus on physical medicine and rehabilitation patients. Also on this date, cardiac rehabilitation services will resume services at our inpatient hospital campuses. Pulmonary rehab and sports medicine/sports performance services will be addressed separately. The goal will be to return to normal volumes at many sites of care within a few weeks.
- **SURGICAL CASES and DIAGNOSTIC PROCEDURES:** Governor DeWine has advised that postponed elective surgeries and diagnostic procedures should be reviewed with a focus on the patient's current health situation and quality of life. This plan engages patients in shared decision-making regarding the need for and timing of health care services. Surgeries and other procedures could still be delayed based upon mutual decisions made by patients and their clinicians.
- **CARDIAC SERVICES** will resume on May 4.
- **ENDOSCOPIC PROCEDURES** will resume on May 4.

Please note: All patients will be screened during their pre-admission testing call the day prior to a scheduled surgery/procedure, and again upon arrival on the day of the surgery/procedure. Testing will be included in the screening process when it becomes available. In addition, patients will be screened

the day after surgery and provided discharge instructions that will direct all patients to follow up with their physician if they begin to develop symptoms of COVID-19.

In addition, the following steps are being taken to ensure your safety and that of our patients ([see Q&A document](#)):

- Similar to the steps taken at our inpatient sites of care and physician offices, these additional care sites will have processes in place to screen patients and visitors for COVID-19-related symptoms prior to scheduled procedures. This screening will take place by phone, online, and/or in-person.
- We have taken steps to ensure an adequate supply of COVID-19 testing, which might be appropriate for certain patients prior to certain surgeries and procedures.
- Arrangements have been made to ensure that providers and staff have the personal protective equipment (PPE) that they need, including masks (see attached Q&A document for details)
- Visitor restrictions will be enforced (see attached Q&A document for details)
- To further support social distancing
 - waiting room chairs are being spaced six feet apart
 - floor decals to encourage people to stay six feet apart will be used at all care sites
- Signage will be present at sites of care to emphasize social restrictions and plenty of hand sanitizer will be available for patients and staff.
- A disinfection plan has been put in place at all sites of care (see attached Q&A for details).
- In collaboration with our public health colleagues and other hospitals in the region through our health collaboratives, we will continue to monitor COVID-19 cases, congregant care (nursing home) exposures, and health care worker exposures as we resume services at these sites of care, consistent with guidance from the governor.
- Patients and any companions are expected to wear masks when present at Premier Health's sites of care, provided either by themselves or by the site of care.
- Patients are being asked to minimize their waiting time at the site of care prior to their appointment.

Precertification Requirements:

Procedures and services on payer precertification lists may require additional notification and/or coverage determination. As always, staff should confirm with payers that prior precertification is still valid (confirm current patient coverage, note any insurance changes that may have taken place recently and ensure authorization for all scheduled procedures and services).

More details will be provided in coming days and weeks as the plan to restart Ohio's economy continues to unfold and additional guidance is developed and shared by elected and public health officials.