Navigating Patient Care During The COVID-19 Pandemic

Putting Patient Fears at Ease
It is our responsibility to help flatten this curve. EDUCATION is key.
COVID-19
Disease caused by the SARS-CoV-2 virus

Novel coronavirus
Coronaviruses are viruses that circulate among animals but some of them are also known to affect humans.
The 2019 novel coronavirus was identified in China at the end of 2019 and is a new strain that has not previously been seen in humans.

Symptoms
- FEVER
- COUGH
- DIFFICULTY BREATHING
- MUSCLE PAIN
- TIREDNESS

Prevention
When visiting affected areas
- Avoid contact with sick people
- Wash your hands with soap and water
- If you develop cough, use a medical face mask

Wherever you travel apply general hygiene rules

Transmission
VIA RESPIRATORY DROPLETS
2–14 days estimated incubation period

Patients that are at home can treat mild symptoms with OTC medication. Advise them to contact PCP.

EMERGENCY SYMPTOMS:
- Trouble breathing
- Persistent pain or pressure in chest
- New confusion or inability to arouse
- Bluish lips or face
HOW COVID-19 SPREADS

The virus is thought to spread mainly from person to person

* These droplets can be inhaled into the upper respiratory tract and the lungs.

* Between people who are in close contact with one another (within about 6 feet)

* Spread from touching infected surfaces or objects and then touching your eyes, mouth or nose.

How easily a virus spreads can vary
Life Span of the Corona Virus on Surfaces

(doorknobs, money, seats, clothing, ...)

In certain conditions, the droplets can stay in the air for up to 45 minutes.

Up to 4 meters (12ft)
(Average 2m)

Droplets

Skin
A few minutes

Clothing and masks
Up to 12 hours

Wood
Up to 4 days

Paper
4 to 5 days

Glass & Metal
Up to 5 days

Plastic
6 to 9 days

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ALL our patient’s fall into High Risk

- Older adults >65 years of age: 8 out of 10 deaths reported in the U.S. have been in adults 65 years old and older

- People with respiratory concerns such as COPD and asthma

- Serious chronic medical conditions like heart disease, diabetes

- Close contact with a person who has tested positive for COVID-19
COVID 19
Fever
Cough
Shortness of Breath
Symptoms appear 2-14 days after exposure

FLU
Fever
Cough
Sore throat
Headaches
Body or muscle ache
Runny or stuffy nose
Fatigue

ALLERGIES
Sneezing or coughing
Runny nose and scratchy throat
Itchy, red or watery eyes
Social Distancing:

What does it mean?
It means stay away from places where people gather, avoid mass gatherings, and whenever not possible, maintains a distance of at least one metre from each other. Together we can help to slow the infection from spreading away.

Red Light – Avoid / Don’t Do
- All gatherings of religious, commercial, official or personal nature (e.g. market/mall, cinema, meeting/conference, wedding, party/picnic, tuition, gym/yoga, dancing etc.) involving a sizeable and flowing crowd
- Social visitors or non-essential workers in your house
- Non-essential visitors in the workplace
- Non-essential travel in public transportation

Yellow Light – Do with Caution
- Attend private gatherings limited to a few family members or known friends
- Travelling in a private transport (public transport only if it is a NECESSITY)
- Visit a local restaurant BUT choose the open-air type, sitting with at least one metre apart whenever possible (takeaway food is a better choice)
- Buying in a grocery store or supermarkets without a crowd
- Pick up medicines from the pharmacy without a crowd
- Play sports in the open air with family or a few known friends

Green Light – Safe to Do
- Take a walk or jog in open park or stadium
- Cycling
- Play in the home garden, or go for a fun drive with family
- Read a book or listen to music in private
- Play games or watch TV/movie at home
- Home cooking and meals at home

Wash your hands frequently with soaps and water, or alcohol-based hand rub.
Best to do thing online whenever possible (e.g. Video chat, e-payment, internet games, or chat over a phone).

CORONAVIRUS DISEASE 2019 (COVID-19)

Reported Cases
(last updated March 25, 2020)

- None
- 6 to 50
- 51 to 100
- 101 to 500
- 501 to 1000
- 1001 to 5000
- 5001 or more
How Quickly things are changing
Navigating Our Patients Needs
Post-Acute Care

- Follow up appointment with PCP or specialty care

- Emergency vs non-emergency
Virtual Appointments

Which public platforms are being used?
- Telehealth services
- Facetime with I-Phone
- Skype or other video conferencing

☑ Coinsurance and deductibles apply
Safe Medication Tips:

- Stock up on OTC medication
- Delivery
  - Drug store and privately own pharmacies.
- Mail order
  - Doctors office can mail script
  - Service providers
Durable Medical Equipment (DME)

Hospital patients/IRF: Can they receive this before discharge?  
SNF: Pre-order before leaving establishment.  
Later identifying need: Have delivery place in garage or outside..

During this time CMS is allowing contractors have flexibility on requirements for replacement DME.

Daily home care
FOOD SERVICES

~ Groceries delivered
~ Prepared food delivered
~ Curb side service
~ Call ahead orders
~ Family help
Community Services
Transportation Needs

- Uber Health
- Senior Centers
- Senior Daycare
How COVID-19 Is Effecting Healthcare Services
Home Healthcare

- Social Distancing
- Therapy
- Screening Tools
- Telehealth
- Infection Control
- PPE
- Procedures
- Decline

Safety
Skilled Nursing and Assisted Living Facilities
Acute Care Facilities

Ethical dilemmas: Who lives—Who dies. Trying to save as many lives as possible

How Prepared Is The U.S. For The Coronavirus?
Patient Care Post Home Isolation (Quarantine)

How to discontinue home isolation for positive COVID-19 patients:
*If they will NOT have another test performed:
1. No fever for at least 72 hours (3 full days)
2. Other symptoms have improved (shortness of breath and cough)
3. At least 7 days has passed since the onset of symptoms

*If they WILL be tested again:
1. No fever
2. Other symptoms have improved
3. They receive 2 negative test in a row 24 hours apart
Mental Anguish
Caring For Mental Health

- Moodkit
- Headspace
- Lifesum
- GG OCD
- Recovery Record
- Quit That
40 Things To Do While Social Distancing

1. Read a book
2. Call a friend
3. Exercise more
4. Connect with spouse
5. Virtual girl's night
6. Learn a language
7. Family dinner
8. Journal
9. Spring clean
10. Declutter
11. Plant a garden
12. Cook dinner
13. Fix things
14. 1-on-1 time with kids
15. Balance budget
16. Start a side hustle
17. Movie night
18. Family game night
19. Write a letter
20. Read the Bible
21. Arts & crafts
22. Mani/pedi
23. Take a bath
24. Skype with family
25. Sing karaoke
26. Do a puzzle
27. Family scrapbook
28. Dress up
29. Dance party
30. Learn a new skill
31. Finish laundry
32. Write a book
33. New TV series
34. Paint
35. Rearrange furniture
36. Build a fort
37. Go for a walk
38. Celebrate holidays
39. Coloring
40. Baking

Finally, Take care of you

Responding to disasters is both rewarding and challenging work. To take care of others, responders must be feeling well and thinking clearly.

- Check in with co-workers
- Make time to unwind
- Eat, drink plenty of fluids, sleep and get some physical activity in
- Allow yourself some time to recover
- Ask for help
- Seek treatment
- Stay home if sick and self quarantine
Websites

1. Centers for Disease Control and Prevention: www.cdc.gov
2. World Health Organization: www.who.int
3. John Hopkins University: www.jhu.edu
4. Mayo Clinic: www.mayoclinic.org
7. Fusion 5 COVID-19 Information Updates: www.fusion5.us/covid19/

Department of Health and Senior Services: (This search will bring up your local department of health)