



Care Management Team Covid-19 Protocols
DRAFT as of 3/19/2020

Daily responsibilities

- Attend CMI Morning Huddles 9:30-10 am on Zoom
- Review the status of our community partners' operations
- Staff who have been assigned a community partner are required to call the partner and update the spreadsheet before our daily morning huddle from 9-10 am
- Update your timesheet before you end your work day
- Update your google calendar to reflect how you are spending your WFH time
- Set up and conduct phone/zoom/FaceTime visits with your patients
- Conduct patient care coordination tasks via the phone
- Document your care coordination and patient phone/Zoom/FaceTime encounters in TrackVia and HIE

Weekly

- Attend care plannings, via Zoom
- Check in with your supervisor
- If your schedule allows, chat with your supervisor about blocking time to do a professional development opportunity. Maybe a Coursera course, or a blog post!
- You may get assigned a project (or two), like researching a clinical topic and potential care team protocol or conducting data cleaning

If a face-to-face visit may be required

- If you think a face-to-face visit may be warranted, ideally you will review this with our medical director and the rest of your care team in care planning. (Otherwise, we will coordinate a call with medical director outside of care planning with your care team.)
- After thoughtful discussion, if it is deemed necessary for a face-to-face visit, either (named staff) will visit the patient and/or accompany the patient to a visit
- Medical director will instruct us of the screening protocol/questions we will have to ask the patient before we go out.
- We will wear masks and gloves