

**PEDIATRIC ASSOCIATES**  
OF MT. CARMEL, INC.

.3 offices in suburban Cincinnati  
.9 Full Time Physicians  
.50 employees  
.75% Private insurance  
.25% Medicaid/Self Pay



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## Primary Care Perspective, Telehealth and Operations – Lessons Learned and What if this Continues?

### What Happened?

Abrupt, dramatic decrease in visits (well and ill) in mid March

Decrease in ill visits

Decrease in well visits

Staff who were afraid to come to work

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How we responded?

- Leadership
- Culture



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## Communication

### with staff

- whole office meeting
- explanation of the novel Coronavirus
  - discussion of the changes we were making to keep our staff and patients safe

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# Primary Care Perspective, Telehealth and Operations – Lessons Learned and What if this Continues?

- Communication

- With patients/families

- Social Media (FaceBook, Twitter, our website)



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**Pediatric Associates of Mt. Carmel, Inc.**  
Published by Lynn Peters · March 17

**We're here for you!**

At this time, we plan to keep all of our locations open for our normal business hours.

We have divided our schedule to see check ups and follow up appointments in the morning and late afternoon, and ill patients in the early afternoon and evening. On Saturdays, we will see well children in the morning and sick patients in the late morning and afternoon. Everyone will be brought back to an exam room as soon as possible.

If you already have an appointment scheduled, we may contact you to about moving to one of these blocks. However, if you are unable to change your appointment, you do not need to cancel. We want to continue to meet your needs during this unique time.



The illustration shows a male doctor in a white lab coat with a stethoscope, holding a clipboard. He is standing next to a young girl in a green shirt and brown shorts. To the right of the girl are a man in a yellow sweater and blue pants, and a woman in a pink sweater and blue pants. They are all smiling and looking towards the doctor.

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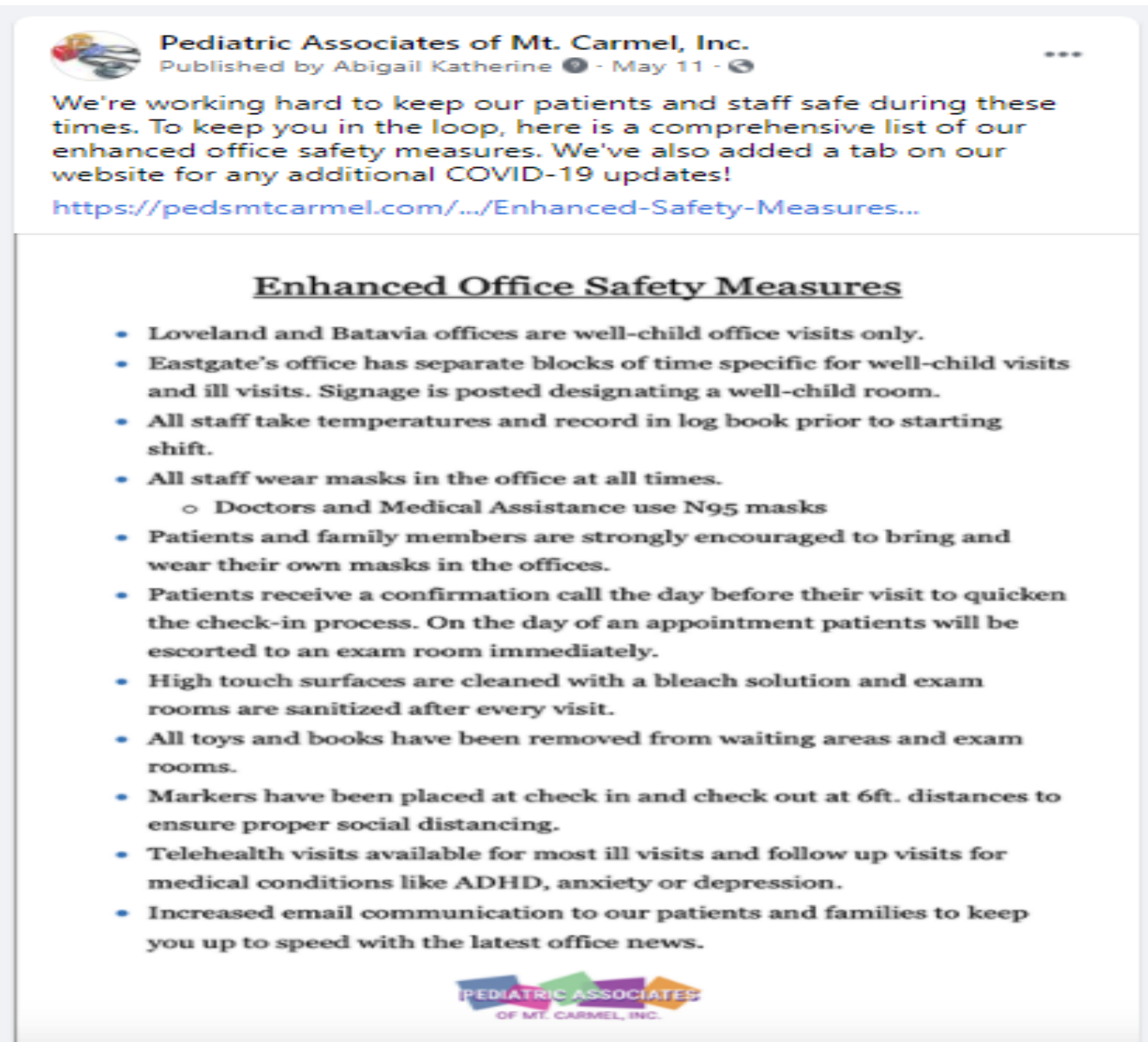
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**Pediatric Associates of Mt. Carmel, Inc.**  
Published by Abigail Katherine · May 11

We're working hard to keep our patients and staff safe during these times. To keep you in the loop, here is a comprehensive list of our enhanced office safety measures. We've also added a tab on our website for any additional COVID-19 updates!  
<https://pedsmtcarmel.com/.../Enhanced-Safety-Measures...>

### Enhanced Office Safety Measures

- Loveland and Batavia offices are well-child office visits only.
- Eastgate's office has separate blocks of time specific for well-child visits and ill visits. Signage is posted designating a well-child room.
- All staff take temperatures and record in log book prior to starting shift.
- All staff wear masks in the office at all times.
  - Doctors and Medical Assistance use N95 masks
- Patients and family members are strongly encouraged to bring and wear their own masks in the offices.
- Patients receive a confirmation call the day before their visit to quicken the check-in process. On the day of an appointment patients will be escorted to an exam room immediately.
- High touch surfaces are cleaned with a bleach solution and exam rooms are sanitized after every visit.
- All toys and books have been removed from waiting areas and exam rooms.
- Markers have been placed at check in and check out at 6ft. distances to ensure proper social distancing.
- Telehealth visits available for most ill visits and follow up visits for medical conditions like ADHD, anxiety or depression.
- Increased email communication to our patients and families to keep you up to speed with the latest office news.

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**Pediatric Associates of Mt. Carmel, Inc.**  
Published by Lynn Peters · May 14

It is a pleasure and a privilege to care for our patients!

**Don't Keep Distance from Your Pediatrician**  
*Visiting Your Child's Doctor is Still Safe and Important*

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#SafePedsHealthyKids

Immunizations   Mental Health   Screenings   Well-Child Visits   Ill Visits

Join the Conversation: [www.ohioaap.org](http://www.ohioaap.org) • 614-846-6258 • @OHPediatricians • AAPOhio • OhioAAP • @OhioAAP

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# Primary Care Perspective, Telehealth and Operations – Lessons Learned and What if this Continues?

## Communication with patients/families

- emails
- texts
- videos
- staff



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## Telehealth

- . Platform
- . Types of Visits
- . Process
- . Communication



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## Primary Care Perspective, Telehealth and Operations – Lessons Learned and What if this Continues?

### Changes to Office Processes

- . Cleaning the office
- . Well and Ill appts at different times
- . “Pre check in”
- . More appointment reminder phone calls

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## Recalls

- well visits
- mental/behavioral health follow up appointments



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## Results of our response



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	First 4 weeks	Second 4 weeks	Third 4 weeks	Fourth 4 weeks
Well visits	-27%	-3%	30%	35%
Ill visits	-54%	-64%	-54%	-35%
Total	-36%	-33%	-12%	4%
Charges	-32%	-12%	12%	21%

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Where do we go from here?

- Continue to communicate with staff and patients
- Continue Telehealth appointments
  - - pending insurance coverage and payment
- Need to evaluate and react

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