



23900 Orchard Lake Rd., Lower Level
Farmington Hills, MI 48336
PH: 248.987-6097
FX: 248.536.2260

DATE: March 20, 2020

TO: Reliance PO Practices and Staff

FROM: Lisa Geffros, MD, Medical Director

SUBJECT: IMPORTANT COVID-19 ANNOUNCEMENT

Currently we are experiencing shortages of viral transport media and Dacron swabs. This along with test backlogs in laboratories across the state has made it impossible to provide outpatient testing to everyone with symptoms of COVID-19.

In addition to spread of COVID-19, Influenza A is still a health concern in our communities. There are concerns that in-office flu testing will put health care providers at risk for infection given dwindling supplies of personal protective equipment.

Given these facts and public health and emergency management authority suggestions, Reliance Physician Organization suggests the following for our practices:

1. Develop processes to evaluate patients remotely (Doxy.me, Skype, FaceTime, etc).
2. Consider scheduling blocks of time to manage your patients with respiratory symptoms and do their evisits in a row, to provide you time to see the patients scheduled for in office visits.
3. For mildly to moderately ill patients with respiratory symptoms treat them with Tamiflu and provide home care instructions without testing for Influenza or COVID-19 after evisit.
4. More seriously ill patients should be directed to the ER for further medical evaluation. Contact the ER to notify them of the visit.
5. For those mildly to moderately ill patients being cared for at home consider monitoring them via phone call. For PCMH offices this could be billed for under provider delivered care management if performed by an MA or licensed health care provider; contact the PO for more information.



RELIANCE

Physician Organization of Michigan

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Public health officials feel testing should be prioritized to health care providers and symptomatic individuals who can infect many or a vulnerable population. For any questions about COVID-19 including how to screen patients and who to test, contact the state hotline at 1-888-535-6136.

In times such as these, it is more important than ever to be good stewards of our health care resources. We, at Reliance, see you, our providers, as one our most valuable resources and hope to keep you safe and healthy to continue to provide quality health care in the future.

Lisa Geffros, MD
Medical Director
Reliance Physician Organization of Michigan