**BLUEGRASS COMMUNITY HEALTH CENTER**

**Clinical Protocol:** Remote WHO - Initiating a Warm Hand Off (WHO) with Behavioral Health or Pharmacy during COVID 19

**Definition**: Behavioral health and pharmacy providers are available to address patient needs routinely and on scheduled clinic days, respectively, during medical visits even while working remotely outside the clinic

**Process**:

1. A Primary Care Provider (PCP) identifies that a patient may benefit from support of a Behavioral Health Provider (BHP) or pharmacist.
2. The PCP can notify:
   1. The BHP team via the group text system that support is needed. Please do not put any patient information in the text. Any BHP can respond that they are available.
   2. The pharmacist scheduled for the day via text to that specific pharmacist that support is needed. Please do not put any patient information in the text. The respective pharmacist can respond that they are available or when they are next available if concurrently in another telehealth encounter.
3. There are two primary ways to facilitate a WHO – either via phone or via Ipad with video connection.
   1. For phone consult only: the PCP calls the designated BHP/pharmacist to give a brief summary of what is needed in regard to the patient’s care.
      1. If the patient has a cell phone, the BHP/pharmacist can call the patient on their cell phone while the patient is still in the exam room using Doximity to protect personal contact information.
      2. If the patient does not have a cell phone, clinic staff can call the BHP/pharmacist from the exam room phone. (There are no direct phone lines for exam room phones.)
      3. After completing the interaction with the patient, the BHP/pharmacist will consult w/PCP to debrief and review plan.
   2. For Ipad with video connection: There are three Ipads at each clinic. Each Ipad is labeled with a number with a corresponding email address: [Ipad1@bchcky.com](mailto:Ipad1@bchcky.com), [Ipad2@bchcky.com](mailto:Ipad2@bchcky.com), [Ipad3@bchcky.com](mailto:Ipad3@bchcky.com).  Passwords for all three are Telehealth2020
      1. The receiving provider who is available for the WHO must have their zoom account open.
      2. The PCP in the clinic will turn the Ipad on (upper right corner). Push the home button at the bottom of the screen. Enter passcode: bchc
      3. Select Zoom icon. Sign in to zoom with corresponding email and password Telehealth2020. Choose “New Meeting”. Select “Video on” and “Personal Meeting ID on”. Start meeting. When the screen opens, select “call using Internet Audio”. Click “Participants” in upper right corner and choose “BCHC Ipad Host”. Select “Invite” in lower left corner and choose “Invite Contacts”, then select the BHP, pharmacist, or health care provider that is the receiving provider. Press “Invite” in the upper right hand corner. Zoom participants will immediately connect.
         1. If there is an issue with connecting by selecting the other provider from the contact list, the PCP can share the meeting ID and password for the receiving provider to join the meeting.
      4. When the connection is made, the PCP will clarify reason for referral to BHP or pharmacy, then the clinical staff can put the Ipad in the hands of the patient in the exam room.
      5. Once the WHO is completed, the receiving provider will text the referring provider that the session is finished. The PCP will alert the CA to retrieve the Ipad from the patient, clean the Ipad with a disinfectant, and turn the Ipad off.
      6. After completing the interaction with the patient, the BHP/pharmacist will consult w/PCP to debrief and review plan.
4. The Ipads will need to be kept in a secure location that the providers can access (possibly locked area where medications are stored) and will need to be charged daily.
5. If the PCP does not need the WHO to occur during the time the patient is physically in the clinic but would still like a BHP/pharmacist to follow up with the patient, the PCP can send a task with brief instructions to the receiving provider.
   1. If the patient has interacted with a BHP/pharmacist previously and this is clear in the patient’s chart, the PCP should send the task to that person.
   2. If the patient is a new patient or has not established a relationship with any particular BHP/pharmacist, the PCP can send the task to any individual on the behavioral or pharmacy teams, who will then contact the patient and follow up with PCP as needed.

Clinical Pharmacist Schedule May – July (Summer) 2020

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| **Pharmacist**  Mobile Phone | **Clinic Days** | **Type/Location** | **Vacation Days/Out of Clinic** |
| **Rachel Cameron**  606-465-9338 | Wednesdays, Thursdays, and Fridays up until 6/30 only; **very last clinic day is Friday, 6/26**. | Telehealth from home | Wednesday, 5/20  Thursday, 5/21  Friday, 5/22  Thursday, 6/4  Friday, 6/5 |
| **Melanie Dicks**  614-571-0187 | Tuesdays | Telehealth from home | Tuesday, 5/19  Tuesday, 5/26  Tuesday, 6/23  Tuesday, 6/30 |
| **Holly Divine**  859-576-2836 | Every 2nd and 4th Tuesday starting July 14 and 28. | Telehealth from home | Tuesday, June 9 and 23 |
| **Clark Kebodeaux**  913-486-1668 | Wednesday, 5/6  Wednesday, 5/27  **Monday, 6/1**  Wednesday, 6/3  **Monday, 6/8**  Wednesday, 6/10  **Monday, 6/15**  Wednesday, 6/17  Wednesday, 7/1  Wednesday, 7/8  **Monday, 7/27**  Wednesday, 7/29 | Telehealth from home | Wednesday, 5/13  Wednesday, 5/20  Wednesday, 6/24  Wednesday, 7/15  Wednesday, 7/22 |
| **Tera McIntosh**  859-421-4376 | Thursday Afternoons only | Onsite live encounters at VR for 1:30 PM time slot only up until 6/30.  Telehealth from home starting July 2. | None at this time |