Best Practices….

Since March 2020, COVID-19 has affected the way Vocational Instruction Project (VIP) Community Services, Inc. provides care. Like many FQHC’s we pivoted quickly to provide telehealth services to our patients. While this transition was far from smooth, we adapted quickly to ensure that our patients continued to receive the high-quality patient-centered care that they were accustomed to. VIP implemented many practices due to the COVID-19 declared emergency. We adapted routine practices and followed recommended guidance from the Centers for Disease Control and Prevention, as well as city, state, and federal stakeholders. Our health center staff participated in activities such as making face shields on their own time to ensure the safety of their colleagues. One of the practices that we have implemented is the inclusion of pharmacy personnel from our contracted offsite 340B program in our daily huddles. A pharmacist participates in the health center morning huddle at least once a week. This allows our medical providers to receive information on highly utilized medications and preferred drug formularies. This was a critical period for providers to have information regarding patient benefits at their fingertips. The pharmacist was also able to identify and inform providers on benefits for their patients based on the managed care organizations coverage. The medical providers have found this integrated huddle beneficial to the provision of quality patient care, and also for improving patient outcomes.