



**Oregon Office of Rural Health (ORH)
Rural Health Clinic COVID-19 Listening Session #3
Notes from Session
April 23, 2020**

Below are the notes from the Oregon Office of Rural Health's (ORH) Rural Health Clinic COVID-19 Listening Session #3, held April 23, 2020.

Testing: Do you have the capacity to test anyone who presents with COVID-19 symptoms or concerns?

St. Anthony Hospital, Pendleton – Testing is a supply issue as far as what I know. We are only allowed 10 tests per week and it is the supply chain we are not able to get through our hospitals.

Operating in a COVID-19 Environment. What are the key elements to your plan? Operational changes? Key considerations or concerns identified during planning process?

Harney County Health Department – We called all patients over 65 to check on them and see if they need anything and make a telehealth visit if needed. Telehealth was new to us.

Evergreen Family Medicine, Roseburg - With Athena, you can send out a campaign call to patients.

Orchid Health - A telemedicine solution that is working well for us is <https://doxy.me/>.

St. Anthony Hospital, Pendleton - We screen everyone who comes through the door at the hospital. Two providers are doing telehealth visits via video, but it is limited. We do see curbside patients for those who have symptoms or are at high risk. We have limited guests with patients who do come into the clinic and hospitals.

Orchid Health - We've used this time to really step up outreach efforts by identifying all patients who would benefit from a check-in "how are you doing" call. This has included patients over 65, patients with identified social needs, those with diabetes with most recent A1C > 9, and patients who have had more than three ER visits in the past 12 months.

Telehealth Resources

[ORH Telehealth Interactive Story Map](#)

NARHC RHC Telehealth Webinar: [How & What Will Medicare Pay for RHC Telehealth](#), 04/20/20

Health Business Specialists RHC Telehealth Webinar: [Telehealth Medicare Part A Billing Per SE2016](#), 04/22/20

More questions/comments?

Please contact ORH as your questions and ideas arise. Your primary contact is:

Rondyann Gerst
Field Services Program Manager, Rural Health Clinics
Oregon Office of Rural Health
503.312.3907 (cell)
gerst@ohsu.edu (email)