

# How Health Systems are Responding to COVID-19



# Panelists



**Amber Allen**

Executive Director, Primary Care,  
Innovation and Quality  
Prevea Health



**Nathaniel Altland**

Communications Center Director  
National Spine and Pain Centers



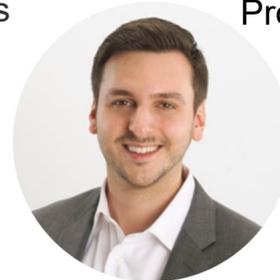
**Tony Bristol**

Director of Ecommerce  
Providence



**Nichole Stevens**

Director of Marketing &  
Business Development  
Roper St. Francis Healthcare



**Jordan Pisarcik**

Vice President, Growth and  
Customer Engagement  
DocASAP

# Today's Webinar

- ⋮ Mobilizing Teams
- ⋮ Telehealth
- ⋮ Community Communications
- ⋮ Assessing Patients
- ⋮ Biggest Learnings... So Far
- ⋮ The New Normal
- ⋮ Q&A



# Mobilizing Teams

# Telehealth



# Virtual Care



**PROVIDENCE**  
Express Care | Virtual

CONDITIONS WE TREAT | INSURANCE ACCEPTED | FAQ

## SEE A HEALTH CARE PROVIDER IN MINUTES

From your tablet, smartphone or computer

- Live video with a board-certified provider
- Most insurance accepted - uninsured self-pay rate \$49
- Extended hours

**START YOUR VISIT NOW >**

**Have a smartphone?**  
Download the Health Connect app now so you're ready to start a virtual visit anytime and anywhere.

Download on the App Store | GET IT ON Google play



10:30 | docasap.com

**Virtual Visit**  
Virtual Visit  
South Bend, IN 46627

Primary Ca. | 46627 | Select Insu. |

Select Visit Reason

- Family Medicine, Virtual Visit**  
Family Medicine  
Virtual Visit  
South Bend, IN 46627

Next Available  
Friday  
17  
April | 1:40 p.

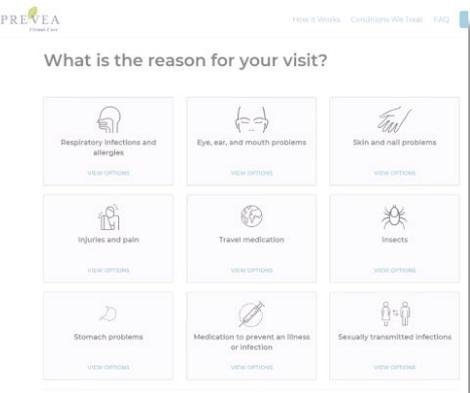
SEE MORE TIMES >

**Please note: You are scheduling a Virtual Appointment**

- Internal Medicine, Virtual Visit**  
Internal Medicine  
Virtual Visit  
South Bend, IN 46627

Next Available  
Friday  
17  
April | 4:00 p.

SEE MORE TIMES >



**PREVEA**  
Virtual Care

How It Works | Conditions We Treat | FAQ

### What is the reason for your visit?

 Respiratory infections and allergies <a href="#">VIEW OPTIONS</a>	 Eye, ear, and mouth problems <a href="#">VIEW OPTIONS</a>	 Skin and nail problems <a href="#">VIEW OPTIONS</a>
 Injuries and pain <a href="#">VIEW OPTIONS</a>	 Travel medication <a href="#">VIEW OPTIONS</a>	 Insects <a href="#">VIEW OPTIONS</a>
 Stomach problems <a href="#">VIEW OPTIONS</a>	 Medication to prevent an illness or infection <a href="#">VIEW OPTIONS</a>	 Sexually transmitted infections <a href="#">VIEW OPTIONS</a>





# Community Communications

# Positive Stories

## The Post and Courier

FOUNDED 1803 • WINNER OF THE 2015 PULITZER PRIZE FOR PUBLIC SERVICE  
Wednesday, April 22, 2020 POSTANDCOURIER.COM

### Helping the vulnerable

Home health workers face uncertainty as they go from house to house caring for the elderly and sick amid coronavirus, a risk for caregivers and patients



Tiffany Redders, a home health nurse with Roper St. Francis, checks the vitals of Tyrone Smith at his home in Moncks Corner on April 15. Smith, who has congestive heart failure, said that if he weren't able to see a nurse at home, he would have to go to the hospital for care when he is at high-risk for complications due to the coronavirus pandemic.

**BY MARY KATHERINE WILDMAN and JERRELL FLOYD**  
mfwildman@postandcourier.com  
jffloyd@postandcourier.com

Discouraging officers have closed, moving homes shudder in place, but home health workers are heading into residences with limited supplies and a bit of uncertainty to help people weather the coronavirus pandemic.

While much of the state stays indoors on account of the government's orders, the people who

provide health care inside homes are heading out, often without the full protective gear some staff at hospitals are wearing.

Tiffany Redders, a home health nurse with Roper St. Francis, said she feels a duty to her patients. She said she is the only person left in her area that COVID-19 has threatened both her and her patients' health with quarantine, she said. "We can't control what people do in their own homes."

Grant Caragover, a Livingston-based home health care worker in collecting donations for baskets of food, cleaning supplies and other items it is delivering to people in need in the Columbia area.

The baskets' production is limited by supplies.

Call 803-399-8034 to find out how to help.

**To donate**

Please use #RNF, Page A4

SPONDER PARADE HONORS CAREGIVERS

### Roper Hospital manager cleans COVID-19 patients' rooms so his workers don't have to

BY JENNIFER BERRY HAWES, JHAWES@POSTANDCOURIER.COM  
APR 9, 2020 UPDATED APR 9, 2020



Do you currently have these symptoms?

New or worsening cough

Yes

No

Fever or feeling feverish

Yes

No

Shortness of breath

Yes

No

Sore throat

Yes

No

Body and/or muscle aches

Yes

No

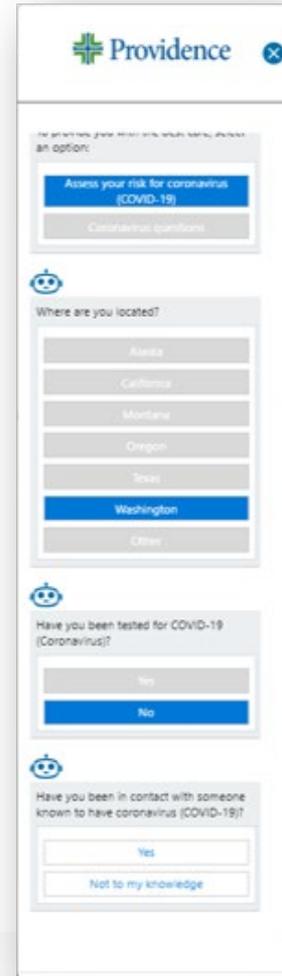
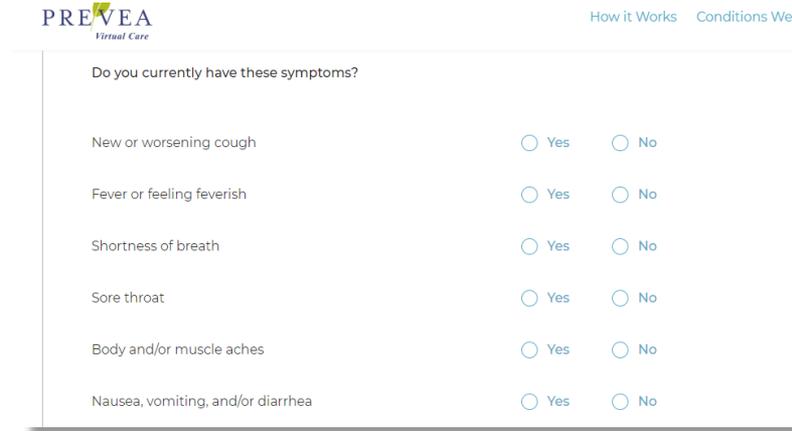
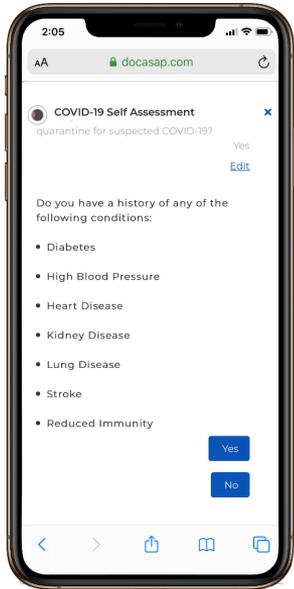
Nausea, vomiting, and/or diarrhea

Yes

No

# Assessing Patients

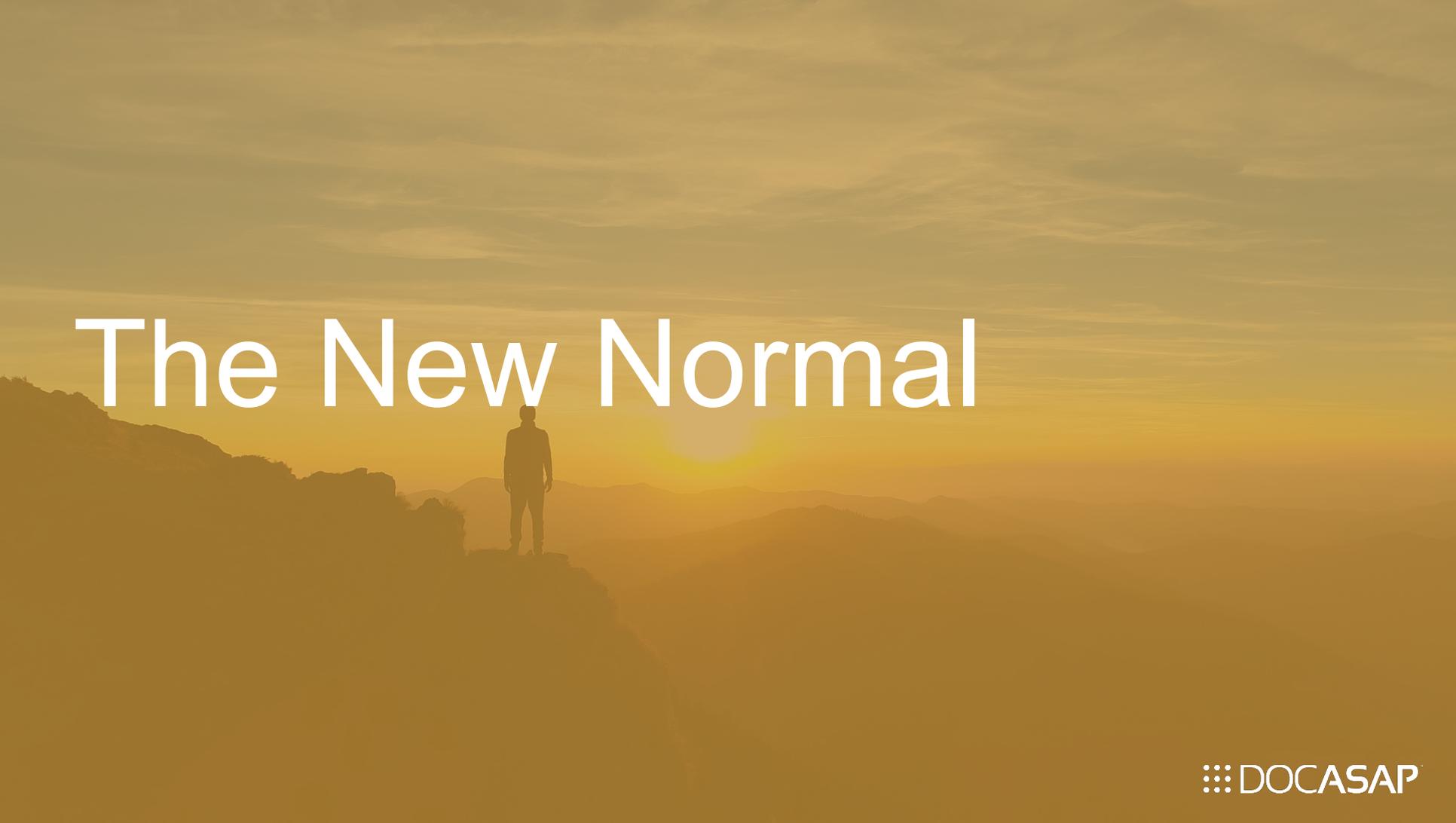
# Digital Assessment Tools



A man with short hair and glasses, wearing a white button-down shirt, is shown in profile from the chest up. He is holding a blue marker and writing on a whiteboard. The background is a blurred office setting with horizontal lines. The entire image has a blue color overlay.

# Biggest Learnings... So Far

# The New Normal

A person stands on a cliff edge, silhouetted against a bright sunset. The sun is low on the horizon, casting a warm, golden glow over the scene. The landscape consists of rolling hills and mountains, with the sun's light creating a hazy, atmospheric effect. The overall mood is contemplative and hopeful.

# Questions



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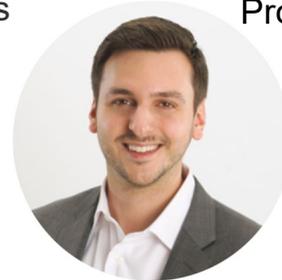
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# Thank You

 **DOCASAP**<sup>™</sup>  
#TogetherApart during COVID-19