NEQCA Practice Reactivation Initiative - Practice Questionnaire

Practice Reactivation Team questions – Attendance:	Date:	
Summary:		
Question:	**Notes:**	
Policies and Procedures		
Have you completed the DPH Attestation?		
Updated policies and procedures?		
Recommendations:		
Infection Control		
What are your cleaning/disinfection processes in the office?		
What new cleaning processes have you implemented in your office? • Exam Rooms • Common Areas • Bathrooms		
Do you have enough PPE currently to see patient in the office?		
Recommendation:		
Office Space Reconfiguration		
Have you reconfigured your office space? • Waiting room • Front/Back Office • Exam rooms • Breakroom/Kitchen • Other common areas		
How many exam rooms do you have?		
Have you reconfigured because of the pandemic? • If so, can you provide pictures/videos of the space		
Do you have an elevator in your building?		
Do you have adequate parking at your office?		
Where do you plan to have patients wait for their visit?		
Recommendations:		
Office Workflows		
How many physicians, NP? • How many sessions each?		
How many nurses? • Is there always a nurse in the office?		
How many MA and other support staff?		
Have you furloughed any staff? • If so, how many?		
Have you changed your office hours since Covid?		
Do you see mainly pediatric, adult patients or both?	Pediatric	
Have you reconfigured your work flows to see in person visits?		

Question	Response	
How many in person visits do you do now? (Pull pre-Covid in person volume numbers from the PPE PQA survey.)		
Do you do clinical triage before scheduling a patient? If so, who triages your patients before they come in for an in person visit?		
Do you have a process for screening all practice staff (including Providers) for COVID symptoms?		
Do you currently have contactless registration or copay processes?		
How many patients an hour do you anticipate being able to see in the office with the new regulations?		
Recommendations:		

Telehealth		
What platform(s) are you using for telehealth? AmWell, Zoom, Face Time, Doxy.me, Doximity, etc? Do you bill for your telehealth visits?	Reported that the providers are using AmWell however JJ does not have much information on how it is going.	
How many patients per week do you currently see via telehealth?		
Do your staff do pre visit workflow for these visits?		
Have you outreached patients for telehealth visits? • How have you chosen the patients?		
Do you schedule all patients post discharge from hospital or SNF for a follow up visit?		
How many telephone calls do you do per week which you bill as visits currently (post-Covid)?		
Do you do telephone calls for patients who can't use video/manage technology?		
Recommendations:		

Effective Communication		
Do you use a patient portal to communicate?	Quest (Care 360) communication capabilities is limited	
Have you sent out communication to your patients about safety and availability in your office yet?		
How do you plan to outreach patients once stay at home lifted for in person visits?		
Have you communicated your strategy with your patients?		
Does your practice have a website? • If so, what have you communicated and via which method?		
Have you reviewed the "Safe with Us" materials on the NEQCA website?		
Recommendations:		

Additional Clinical Considerations		