

COVID-19 Webinar #4

April 1, 2020

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Response to the recent news:

- The models from the government shared upwards of 150,000 – 200,000+ deaths. This is a predictive model and we will continue to do all we can for these numbers to be lower than those provided.
 - In the face of fear and uncertainty, it's helpful to put things in the context of facts. Last year, there were approximately 2.8M deaths in the US from a variety of causes.
- The situation continues to be dynamic and more information continues to come to the surface.
- We're very hopeful that our individual and collective actions will help the overall situation. Regardless of the numbers, what we can say at this point is this: The current response will continue for the coming weeks. Be prepared. Social distancing and mitigation tactics will remain well into May and potentially into June.

Reminders of COVID-19:

- Transmission occurs from respiratory droplets, not just by breathing the same air as another individual. Continue to focus on not touching your face, eyes, etc.
- Continue to focus on keeping individuals physically distanced from each other to slow the spread.
- We continue to prioritize obtaining masks for healthcare workers. If individuals are required to work in close proximity as an essential part of their job, simple surgical masks may add a level of protection, but masks should not give people the impression that it is safe to gather with others for social activities.

What is guiding the OurHealth response?

As an organization, we have developed a clear mission and purpose to guide our COVID-19 crisis response. We have effectively been operating under the following core principles:

- 1) Care for our patients and be there in a time of need. During this very unique time in which physical contact is highly discouraged, we've completely shifted our care model in order to provide our patients the care they need.
- 2) Prioritize our own employees' wellbeing and safety. We must take care of our clinical staff so that they can continue to care for all of our members.

3) Continue to do everything within our power to keep people well and safe at home by mitigating the need for them to seek care at a hospital. This effort goes beyond COVID-19 and includes monitoring heart disease, diabetes, depression, anxiety and more.

Organizational Updates:

1. Care Model includes Telephonic and Virtual

- 80% of our visits in the last week have been either telephonic or virtual.
- Additional functionality has been added for our patients to have the support and capabilities they need to receive care.
- Patients can and will be seen in the clinic based on the providers discretion.

2. Expanded Hours of Service

- To support the current health crisis, we have expanded our hours of operation to 6AM – 8PM, 7-days a week.

3. Maintain consistent communication

- Expect frequent communications from your account team – as information becomes available, we will share it with you.

Clinical Updates:

1. Access

- Providing care earlier in the morning and later in the evening to best serve our patients.
- Before clinic hours and after clinics hours, a nurse and provider are “on-call” to field these needs and handle appropriately.

2. Outreach

- Focused on two main cohorts – those with chronic disease and require care/additional medications and those who are in a high-risk for COVID-19 related complications.
- Clinic staff proactively reaching out to these patients with a goal for at least 5,000 contacts this week.

3. Testing

- Testing options are still very limited.
- At this time, we are not able to stand up testing capacities through our clinics. We're working with local health departments and facilities to continue appropriate testing.
- Our best strategy around combatting this gap is to continue physical distancing.
- Testing does not change the management of a non-hospitalized patient.
- The only thing worse than not testing is using faulty tests that yield incorrect results, so we will continue to be science and data driven on where and when it makes sense for testing.

What can you as an employer do?

- Everyone is dealing with a workforce that is anxious, nervous and uncertain.
- Every employer has the opportunity to have a plan to protect your employees. At a high level, the plan should include:
 - Sick leave policy
 - Adjusting team design and/or shift schedules to limit the number of individuals working in close proximity
 - Whenever possible, promote keeping people at least six feet apart
 - Promote good hygiene
 - Formal check-in process at the beginning of each shift, if this makes sense for your workplace
 - Limiting entry/exit points
 - Self-attestation process
- Keep in mind that there is no single symptom that suggests an individual has COVID-19 and the absence of symptoms does not necessarily mean that a person is virus-free. Therefore, simply completing temperature checks does not clearly indicate positive or negative results.
- Reach out to your OurHealth account manager for assistance and more information.

Additional questions:

- **Have we moved to fully remote?** No, approximately 20% of appointments continue to be in person based on patient need. We will continue to weigh the benefits of coming into the clinic vs. the risks associated with in-person contact.
- **Any types of medicine that can combat this?** There has been some news on emergency use of medications for inpatient hospitalizations. At this time, there is no outpatient treatment protocol.
- **Will OurHealth be testing?** We will continue to evaluate and be science and data driven. As stated earlier, a positive test does not change the clinical management of a non-hospitalized patient. We've discussed with both medical suppliers and manufacturers, they have capacity constraints and geographies will likely play a role in testing distribution.
- **Tips for grocery shopping and getting essential items?** The less contact the better wherever possible. Delivery and curbside pick-up options are great opportunities wherever available. Be mindful of populations that are higher risk and try to minimize these individuals need to leave the home.
- **Can remote employees utilize virtual care?** We have been trying to provide additional access wherever possible. There are many regulatory considerations so this is best done on an individual client basis, so please reach out to your account manager so we can best evaluate the situation.