

Addressing the COVID-19 Crisis: An Open Forum Webinar Series for Pharmacists

June 11, 2020



Michael D. Hogue, PharmD, FAPhA, FNAP
Dean and Professor
Loma Linda University School of Pharmacy
President, APhA

Host and Moderator

Today's Focus:

Discuss telehealth services and emerging opportunities for pharmacists to reach at-need populations using telehealth during the COVID-19 pandemic and beyond.



Nicole Scovis, PharmD, BCPS, BCACP, CMWA
Director of Strategic Growth
Tabula Rasa Healthcare

Guest Speaker



Kathy B. Doane, PharmD, RPh, RDN
Clinical Pharmacist
Caring Health Center

Guest Speaker



Taylor Meyers, PharmD
Ambulatory Care Clinical Pharmacist
Prisma Health

Adjunct Instructor
University of South Carolina College of
Pharmacy

Guest Speaker



Mitchel Rothholz, RPh, MBA
Chief Strategy Officer
American Pharmacists Association

Guest Speaker



Daniel Zlott, PharmD, BCOP
Vice President
Professional Education Resources
American Pharmacists Association

Subject Matter Expert: Q&A



Ilisa BG Bernstein, PharmD, JD, FAPhA
Senior Vice President, Pharmacy Practice
and Government Affairs
American Pharmacists Association

Subject Matter Expert: Q&A

Format for Today's Webinar

1:00 pm: Introductions

1:05 pm: Discussion with Nicole Scovis, Director of Strategic Growth, Tabula Rasa Healthcare, Kathy Doane, Clinical Pharmacist, Caring Health Center, and Taylor Meyers, Ambulatory Care Clinical Pharmacist, Prisma Health

1:25 pm: Open Forum: A Minute for Your Thoughts

1:50 pm: Update on CDC Vaccination Guidance, Mitch Rothholz, APhA Staff

1:55 pm: Wrap Up: Review of APhA's Ongoing Activities and What's Coming

Discussion with Nicole Scovis, Kathy B. Doane and Taylor Meyers

Discuss telehealth services and emerging opportunities for pharmacists to reach at-need populations using telehealth during the COVID-19 pandemic and beyond.

Telehealth Considerations for Pharmacists

- Type of service – e.g., clinical visit, remote monitoring,
- Technology requirements –service and payer specific
- Health care provider and patient locations
- HIPAA
- Documentation
- Payment
 - If physician is billing, supervision requirements apply in the Medicare program – e.g., direct = in the office; pandemic = audio and video real-time availability

Select Telehealth Resources

- HHS Information on Telehealth During the Pandemic: <https://telehealth.hhs.gov/>
- Telehealth Start-up Guide: https://www.healthit.gov/sites/default/files/telehealthguide_final_0.pdf
- Center for Connected Health Policy: <https://www.cchpca.org/>
- APhA: <https://www.pharmacist.com/telehealth> and https://www.pharmacist.com/sites/default/files/audience/APhACOVID-19Telehealth0620_web.pdf
- NASPA: <https://naspa.us/resource/covid-19-telehealth/>
- CMS Telemedicine Provider Fact Sheet: <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>
- CMS Telehealth Services (normally face to face but telehealth during pandemic): <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>
- HIPAA and COVID: <https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf>

Polling Question

Which of the following best describes your involvement in telehealth services?

- A. I'm not providing telehealth services in my practice and have no plans to do so
- B. I'm not providing telehealth services in my practice but am interested in getting started
- C. I'm providing telehealth services in my practice
- D. Does not apply to my practice

Open Forum Ground Rules

- Use the **Questions** field on the GoToWebinar toolbar to submit comments and questions related to the topic discussion
- Individuals whose submissions are selected will be asked by the moderator to state the comment or question for the audience. The line for the individual will be unmuted to read their comment or question.
- To maximize the number of questions/comments addressed, a **60-second time limit** will be in effect for everyone to state their question or comment.
- We will try to get to as many comments and questions as possible. We have created a new forum for COVID-19 discussions where further discussion post-webinar. Information on participating in this forum will be provided at the end of the open forum.



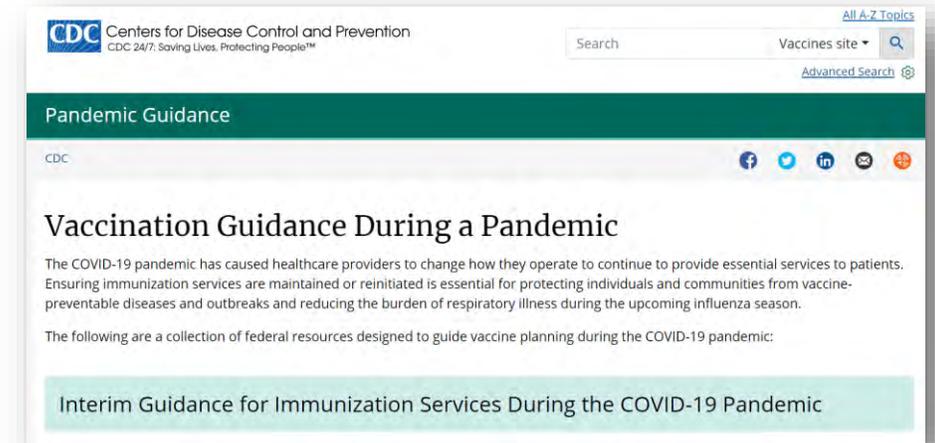
Open Forum Discussion: A
Minute for Your Thoughts
Comments, Questions, Feedback

Update on CDC Vaccination Guidance

CDC Vaccination Guidance

- Pharmacists should read this guidance along with the CDC Guidance for Pharmacies (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/pharmacies.html>)
- **Assess the vaccination status** of all individuals at each patient visit/encounter to avoid missed opportunities (NVAC Standards for Adult Immunizations (Assess, Recommend, Administer/Refer, and Document)) and **vaccinate**
 - Defer routine vaccinations for persons with suspected or confirmed COVID-19
- Patients should be **screened for fever and COVID symptoms** (follow community standards / guidelines)
- Physical distancing, respiratory and hand hygiene, surface decontamination and source control should be implemented
- Cloth face covering for persons over 2yo/ **practice staff wear medical facemasks** at all times; **eye protection** based on level of community transmission (follow local guidance and practice), if wear **gloves change between patients and perform hand hygiene**
- Consult current influenza vaccine recommendations for guidance around timing of administration and use of specific vaccines
- **Focus influenza vaccination efforts during the season to administer vaccines to all eligible persons, including essential workers (including pharmacy staff), persons at increased risk for severe illness from COVID-19, and persons at high risk for influenza complications**

Update Released June 9, 2020



<https://www.cdc.gov/vaccines/pandemic-guidance/index.html>

Review of APhA's Ongoing Activities and What's Coming

NEW Episodes – APhA’s 15 on COVID-19

An education series designed to help you sort COVID-19 fact from fiction. Each episode is 15-20 minutes and provides CPE.

Episode 19: Hydroxychloroquine – The Saga Continues

<http://elearning.pharmacist.com/products/6118/15-on-covid-19-06-01-2020-hydroxychloroquine-the-saga-continues>

Episode 20: Remdesivir RCT Data

<http://elearning.pharmacist.com/products/6118/15-on-covid-19-06-05-2020-Remdesivir-RCT-Data>



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**15 on COVID-19:
Hydroxychloroquine:
The Saga Continues**

Image: SARS-CoV-2 Emerging from Cell
Image Credit: NIAID-RML

Daniel Zlott, PharmD, BCOP
VP, Professional Education Resources
American Pharmacists Association



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**15 on COVID-19:
Remdesivir RCT Data**

Image: SARS-CoV-2 Emerging from Cell
Image Credit: NIAID-RML

Daniel Zlott, PharmD, BCOP
VP, Professional Education Resources
American Pharmacists Association
June 5th, 2020

APhA COVID-19 Resources: Know the Facts



Practical Information for Pharmacists to Know Now

Check out the [practice resources here](#)

- Telehealth in Your Pharmacy Practice
- Vaccines in Development for COVID-19
- New resources weekly!

For additional telehealth resources, visit <https://www.pharmacist.com/telehealth>

 APhA

Vaccines in Development for COVID-19

Vaccine development for COVID-19 is under way, with numerous vaccine candidates being studied in clinical trials. Pharmacists are health care providers on the front lines in the nation's response to COVID-19. As the most highly accessible immunizers in communities across America, pharmacists

 APhA

Telehealth in Your Pharmacy Practice

Using Innovative Technology to Care for Patients During COVID-19

As essential health care providers, pharmacists need to be able to continue to effectively provide care and manage patients during the COVID-19 pandemic. This is specifically important for patients who have chronic conditions and require ongoing monitoring and management. Telehealth can be an effective strategy to provide care and counseling to patients. Being informed and knowing how to implement telehealth quickly in your practice are the key to successful clinical care.

Due to social distancing, telehealth is recommended by providers and the government as a mechanism for continuity of patient care. Pharmacists have established practices using telehealth technology to provide first-line triage services, such as remotely supervising technicians and overseeing medication dispensing, medication therapy management (MTM), chronic disease state management, diabetes education, and medication counseling on potential medication interactions and improving adherence. Outlined below are frequently asked questions for applying telehealth to your pharmacy practice.

What is telehealth?
The U.S. Department of Health and Human Services (HHS) defines telehealth as the "use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health, and health administration."

What types of communication and technologies are considered telehealth?
Telehealth encompasses a wide range of communication technologies. These "include videoconferencing, the internet, store-and-forward imaging, streaming media, and landline and wireless communications. Telehealth services may be provided, for example, through audio (e.g., telephone calls), text messaging, or video communication technology, including videoconferencing software." Requirements for the use of specific technologies can be service- and payer-specific.

Do HIPAA restrictions apply to using telehealth for providing care during the COVID-19 pandemic?
HIPAA guidelines stipulate that there must be secure communication channels when delivering telehealth services to protect patient health information. During the COVID-19 pandemic, the Centers for Medicare and Medicaid Services (CMS) issued guidance through HHS that has loosened restrictions on telehealth requirements to allow for use of "non-public-facing technologies." These include platforms such as Apple FaceTime, Facebook Messenger video chat, Skype, Zoom, Google Hangouts video, and WhatsApp Video chat. A non-public-facing remote communication is one that allows only an individual and the person with whom the individual is communicating to see what is transmitted in the communication.

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Advocating for You on Coronavirus



NEW COVID-19 Data Reporting Requirements

Per HHS Guidance, pharmacies enrolled as laboratories must submit the following for COVID-19 tests:

- | | | |
|--|---|--|
| <input type="checkbox"/> Test ordered | <input type="checkbox"/> Patient ethnicity | <input type="checkbox"/> Performing facility name and/or CLIA number, if known |
| <input type="checkbox"/> Device identifier | <input type="checkbox"/> Patient sex | <input type="checkbox"/> Performing facility zip code |
| <input type="checkbox"/> Test result | <input type="checkbox"/> Patient residence zip code | <input type="checkbox"/> Specimen source |
| <input type="checkbox"/> Test result date | <input type="checkbox"/> Patient residence county | <input type="checkbox"/> Date test ordered (date format) |
| <input type="checkbox"/> Accession #/Specimen ID | <input type="checkbox"/> Ordering provider name and NPI (as applicable) | <input type="checkbox"/> Date specimen collected (date format) |
| <input type="checkbox"/> Patient age | <input type="checkbox"/> Ordering provider zip code | |
| <input type="checkbox"/> Patient race | | |



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AMERICAN PHARMACISTS ASSOCIATION

Tell Congress Pharmacists Can Help Fight COVID-19 & Influenza



American Pharmacists Association



Congress is currently crafting new emergency legislation to address the COVID-19 pandemic. Please contact your federal legislators immediately and ask them to allow pharmacists to test Medicare patients for COVID-19 and influenza.

You can personalize the message by editing the content to share a relevant personal experience related to patient care. Legislators value real life examples of pharmacists helping patients. Remember to be polite and include your name and the city of your residence or pharmacy practice.

GO TO: actioncenter.pharmacist.com

Take Action Now!

Congress is currently crafting new emergency legislation to address the COVID-19 pandemic. Please contact your federal legislators immediately and ask them to allow pharmacists to test Medicare patients for COVID-19 and influenza.

Next

Allow American Pharmacists Association to contact me about important future issues



Powered by OneClickPolitics

22%

2259 people took action

Post on **ENGAGE**

Pharmacy's Response to COVID-19

POST your questions

SHARE your lessons learned

SUPPORT your colleagues

ACCESS the latest information



What telehealth platforms are you using in practice?

What challenges related to telehealth are you facing in practice?

APhA2020 Virtual

June 18th Noon – 2pm ET:

APhA2020 Virtual and the COVID-19 Open Forum Webinar will be joining forces to bring you next week’s webinar: Legislation and Regulations Affecting your Practice

Join us as APhA’s Government Affairs Team provides an overview of updates to pharmacy laws and regulations that have occurred over the past year

Special emphasis on the impact of COVID-19 on pharmacy laws and regulations

Registration Link: <http://elearning.pharmacist.com/products/6102/legislation-and-regulations-affecting-your-practice>



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live event

Available Until 6/19/2020

ADD TO CART

Member
Free

Non-Member
Free

- Facebook Share 8
- Tweet 0
- Google+ 0
- LinkedIn Share 2
- Pin 0
- Email 0

Legislation and Regulations Affecting Your Practice

Registration is a 2-step process!

Select 'ENROLL NOW' to register and gain access to the link that will allow you to complete part 2 of the 2-step registration process.

Thursday, June 18, 2020 (12:00PM - 2:00PM EDT)

Pre-registration is required to participate. NOTE: The **start/end times for this event was changed on June 9, 2020.*

Activity Preview

Another year means more new laws and regulations. Which ones affect your practice? Come learn how recent efforts are changing the way we combat prescription drug abuse, improve Medicare, price drugs, and implement the Drug Quality and Security Act. Get the very latest on regulations and federal legislation, including the federal provider status initiative.

Join Us

*Same day, Same Place, **NEW TIME***

- Weekly webinar will be on **Thursday, June 18th, from 12-2pm ET**
- Today's webinar recording and slides will be available within 24 hours

COVID-19 Resources and Training for You



Webinars

Addressing the COVID-19 Crisis: An Open Forum Webinar Series for Pharmacists are weekly webinars conducted every Thursday from 1:00 pm–2:00 pm ET. Each open forum webinar is moderated by APhA President Michael Hogue.

- June 4: **Register for the webinar.** APhA President Michael Hogue will interview a panel of pharmacists to discuss innovative strategies for providing effective senior care in the outpatient and community settings during the COVID-19 pandemic. APhA staff will also provide an update on new revisions to CDC's Guidance for Pharmacies.
- May 28: **Access the recording and view the slides.** This week addressed national recommendations for pharmacists providing immunizations during the pandemic, considerations for the upcoming fall season, and an update on COVID-19 vaccine development. APhA staff also provided an update on billing and payment for COVID-19 testing. Our guest speaker was Dr. L.J. Tan, Chief Strategy Officer for the Immunization Action Coalition.
- May 21: **Access the recording and view the slides.** We focused on the latest information for antibody testing, how to evaluate antibody tests, and implications for pharmacists. Our guest speakers included Dr. Paul Herrmann, MD, PhD, of Loma Linda University, and Dr. Dan Zlott, APhA Vice President, Professional Education Resources.
- May 14: **Access the recording and view the slides.** This week focused on pharmacist well-being and resilience during COVID-19. Our featured speaker was Dr. Ken Duckworth, Chief Medical Officer, joined us from the National Alliance on Mental Illness (NAMI).
- May 7: **Access the recording and view the slides.** Two front-line practitioners shared their perspectives on pharmacy practice during COVID-19 in both the community and health-system settings. The webinar also addressed the latest information on the clinical and regulatory fronts.

<https://www.pharmacist.com/coronavirus/resources-training>