

EMPLOYEE HEALTH CLINIC OPERATIONAL CHANGES AND SERVICE UPDATES (Effective 4/6/2020)

The ongoing safety of the employees, retirees and clinicians remains the primary focus of the Employee Health Clinic. As a result, Marathon Health has embraced the nationwide approach of physical separation and social distancing. This approach has minimized physical contact and visits at the Employee Health Clinic, driven remote and virtual / telephonic care, and increased remote proactive engagement and outreach to City employees.

With that in mind, below is important information about services provided by the Employee Health Clinic during the upcoming weeks.

PRE-EMPLOYMENT SCREENINGS

The Employee Health Clinic staff will continue to conduct pre-employment screenings for the following **essential positions**:

1. Public Safety Personnel (Fire-EMS, Police, Sheriff, and E-911)
2. Social Services
3. Full-Time and Seasonal Parks Positions (These seasonal personnel will be responsible for maintaining the grounds of various City Parks.)

The Employee Health Clinic will reach out to all individuals scheduled for pre-employment testing prior to their appointment and conduct a COVID-19 phone screening. It is important that candidates answer this call or return the Clinic's call in a timely manner.

Note: Hiring managers have permission to move forward with all other jobs that were already in the pipeline (interviews lined up, backgrounds, drug screenings, etc.). **However, the Clinic has been instructed to verify these particular jobs with Human Resources.**

VIRTUAL CARE (TELEMEDICINE) VISITS

A virtual care visit involves the employee meeting with the Employee Health Clinic's health care providers (Natalie Guynn NP-C, Karol Gordon DO, Hetzal Hartley MD) through video and/or phone. Employees may schedule a virtual appointment online via the Marathon Health app, the Marathon Health e-portal at my.marathon-health.com, or by calling the clinic at 540-853-2045. Employees will then be required to follow the steps below:

1. Click on the 'New Appointment' icon.
2. Under 'Appointment Search', select 'Virtual' as the employee's appointment location.
3. Choose the service desired 'Appointment Type' – Medical Visit or Health Coaching.
4. Select a 'MH Provider'.
5. Confirm the appointment date and time and click 'Schedule'.

All HSA fees / co-pays are waived for telephonic medical appointments. However, if an employee comes in and is seen face-to-face in the Employee Health Clinic, they will be charged.

COVID-19 SCREENING / ASSESSMENTS

Employee Health Clinic providers are conducting virtual care or telephonic visits with employees who may be experiencing any signs of possible COVID-19 symptoms or who may have been in contact with someone experiencing symptoms. Please call the clinic at 540-853-2045 to schedule a telephonic consult if you are concerned regarding symptoms of COVID-19 or have other related concerns. No walk-ins are permitted. If you are experiencing a medical emergency, please call 911.

The Clinic will take the following steps:

- 1) Conduct a telephonic COVID-19 Assessment to discuss the employee's symptoms;
- 2) Make recommendations regarding self-isolation and/or testing if needed;
- 3) Assist with triage services for employees needing testing or treatment based on the severity of their condition or likelihood of recovery with and without treatment;
- 4) Provide a correspondence to the employee recommending that the employee self-quarantine, if necessary (**Note:** It will be the employee's responsibility to provide the correspondence to the respective supervisor and Human Resources);
- 5) Conduct follow-up calls to employees who are quarantined or self-quarantined regarding his/her health and return-to-work status; and
- 6) Ensure HIPAA compliance is met and confidentially track all city employees impacted by COVID-19.

Note: This service is significant in that Aetna's Teladoc has experienced a 600% increase in callers, which has resulted in significant wait times. Although Aetna has attempted to mitigate this issue by adding 2,000 physicians to the Teladoc services, the Employee Health Clinic may serve as a primary point of contact for city employees for COVID-19 screening / assessment.

ACUTE CARE FOR EMPLOYEES

The Employee Health Clinic is open for acute care visits but is minimizing face-to-face visits in an effort to comply with the CDC's social distancing guidelines. As the clinic receives calls requesting appointments, they will triage the need to determine if the appointment can be completed via a telehealth service. If the employee needs to be seen in the health center, a screening process will occur by phone to determine if it is safe to bring the employee into clinic. No employee will be seen in the health center for any type of respiratory issue at this time. The clinic is not testing for COVID-19 at this time.

WELLNESS CHECKS

For the next several months, the Employee Health Clinic staff will be contacting employees, eligible spouses, and retirees by phone or via the Marathon Health portal. Our purpose for these calls is to remind employees that we are still providing care as well as highlight some services that may be applicable at this time. We encourage employees to take advantage of telephonic health coaching and comprehensive health reviews during this time as we are all focused greatly on our health.

PRESCRIPTION REFILLS

The Employee Health Clinic will continue to provide prescription refills (as long as it is safe to do so) for all employees who previously have been receiving current refills of these medications from a Marathon Health provider. If you are a city employee who is unable to get refills of your medication from your primary care provider, please reach out to the clinic and we can see what resources are available to help.

For more information, visit: <https://youtu.be/PsOsMyXbuRA>