



# Working Together with You Through Telehealth

*We are empowering medical providers to serve patients wherever they are during this national public health emergency. We are especially concerned about reaching those most at risk, including older persons and persons with disabilities.*

*– Roger Severino, OCR Director*

We know this is a difficult time for you – one with no historical precedent. The entire 360care family wants you to know that you, your entire staff, and all the residents are in our thoughts and prayers. Where and to the extent allowed, our providers are available to make on-site clinical visits. However, we have heard Roger Severino's call to action and we want to inform you of how we are able to partner with you during the COVID-19 crisis if we are unable to make on-site clinical visits.

## Telehealth

During this period there may be situations where you would like one of our providers to evaluate a resident but either timing or restrictions do not permit our provider to be on-site at that moment. We can still help with the use of “non-public facing” remote communication.

1. Call your Care Coordinator at our branch office. We will go through a triage set of questions. One question will be whether you have a cell phone available to be used for a FaceTime or similar video conference.
2. We will reach out to our provider and review the triage questions. It may be that our provider can provide the needed guidance at that point. However, our provider may schedule a telehealth appointment whereby, ideally, a staff member can be with the resident and we can use FaceTime or similar video conference to examine the resident, ask real time questions, and give immediate feedback.
3. If video is not feasible, the next tier of support is for the staff member to be on the phone with the provider to give a detailed description. If the resident's condition necessitates in-person treatment from our provider and is allowed pursuant to applicable state directives, know that we are adhering to guidelines regarding screening and protection so that your community can feel safe in our presence.
4. In the event you must take a resident out of the facility for treatment, if the resident is insured by the 360care affiliated insurance issued by Citizens Security, remember that a claim can be filed for any of the covered procedures. This important benefit of the insurance is even more valuable at a time like this.

**If your staff has clinical questions involving our specialties which may not necessitate an examination of a resident, call us. We will have one of our providers respond.**

## Other Ways 360care Will Stay Connected with You

### Notes to Residents

We understand that many residents are receiving a decreased level of social interaction because of restrictions on visits by family and friends. 360care will be sending out a packet of pictures/letters addressed to the Social Worker at each facility to be shared with your residents. We miss our residents and hope this helps them feel a little love from 360care.

### Videos

Our clinicians are working on educational videos regarding our specialties that you can use with your staff. Don't be surprised if you see some videos from us that are meant to let your staff know they are appreciated as well.

### Adding Services/Insurance in Your Facility

We have continued to have facilities reach out to us about adding services. While we may not be able to come into your building to go over processes of adding services or offering the insurance product in your building, we have the tools necessary to continue this process with you via webex, video conferencing and e-sign. Feel free to contact your Area Manager to make this happen. Utilizing these alternative methods will help us be ready to care for your residents timely when things return to normal.

### Return to Normal

We are working diligently to position 360care to fully care for your residents when normalcy returns. We are doing our best to keep up with the census for your facility, keep primary care physician orders for our services current, and keep responsible parties informed of services and funding options.

**You, your entire staff, and all the residents are in our thoughts and prayers. We all look forward to that happy day when life returns to normal. Remember when that day comes,**

**WE ARE HERE FOR YOU!**



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