Primary Care 101

Dr. Laura Miller
Chief Medical Officer
Community Health Center Network
In the chat box, name 3 words to describe your last primary care visit.
## Agenda

<table>
<thead>
<tr>
<th>Session</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Welcome &amp; Instructions</td>
<td>15 mins</td>
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<tr>
<td>Primary Care &amp; Medi-Cal</td>
<td>30 mins</td>
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<tr>
<td>What to Expect in Primary Care</td>
<td>25 mins</td>
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<tr>
<td>Q &amp; A</td>
<td>15 mins</td>
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<tr>
<td>Closing &amp; Evaluation</td>
<td>5 mins</td>
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Learning Objectives

• Define purpose of primary care
• Identify roles and responsibilities of various primary care providers (PCPs) and staff
• Establish expectations for primary care registration, visits, follow-ups, and referral process
• Identify key components that assists the PCP in diagnosis and developing a care plan for the client
• Learn how primary care has adapted to the pandemic and how you can help
PCP - Primary Care Provider
NP - Nurse Practitioner
PA - Physician Assistant
MD - Medical Doctor
DO - Doctor of Osteopathic Medicine
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A Whole Person Care Pilot

Clients

HUMAN BEING

Patients

Consumers

Members
What is the Purpose of Primary Care?

• Preventative care
• Supporting health/wellness
• Diagnosis and treatment of illness
• Referral to specialty care
• Recognition of behavioral health diagnoses and linkage to behavioral health care
Primary Care Clinics

HealthPAC

Medi-Cal

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Alameda Alliance for Health

Patient's assigned PCP

Primary Care: ARTHUR CHEN MD
Phone: (510) 747-4567
Health Plan Member Services Contact:

Alameda Alliance: (510) 747 – 4567

Anthem Blue Cross: (800) 407 – 4627
Map of Alameda County FQHCs

Key of Clinics by color:

Alameda Health Consortium
Roots Community Health
Davis Street Clinic
Alameda Health System
ER

- Bleeding
- Shortness of breath
- Suicidality
- Not breathing
- Not responsive

Clinic

Urgent Care

- Begin relationship with clinic
- Take care of an urgent health need

Primary Care

- Routine follow-up
- Wellness
- Screening

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Helpful Primary Care Services for AC3 Consumers

- Podiatry
- Dental
- Wound care
- Mental health
- Enrollment Services
- Hep A, Hep C, TB
- STIs and access to HIV services
- COVID testing and VACCINATION
How to Get Connected

If seen prior
Call clinic and get an appointment

If never seen
Must register through clinic member services
What to Expect When You are Expecting PRIMARY CARE
Primary Care in the time of COVID

So much changed when COVID hit in March 2020

- Lockdown
- PPE needs
- Flip to telehealth in the span of a few weeks
- Testing supply shortages

And primary care providers kept on providing care

- Telehealth
- Drive thru immunizations, BP checks, INR checks, Depo-provera
- Separate respiratory complaints from pre-natal and new baby care
Find the Clinic

• Transportation

• Parking
Transportation Services

Medi-Cal transportation services are provided when medically necessary at no cost to the patient. Transportation benefits are managed by the Medi-Cal health plans, Alameda Alliance for Health (AAH) and Anthem Blue Cross (ABC).

Medical transportation is allowed to transport members to medically necessary services, including to pick-up prescription drugs that cannot be mailed and other medical supplies, prosthetics, orthotics and equipment. There are two types of transportation services: non-medical transportation (NMT) and non-emergency medical transportation (NEMT). Both are described below.

Effective October 1, 2017, transportation is also allowed for any medically necessary Medi-Cal benefits, including services not covered directly by the managed care plan, such as specialty mental health and dental services.
How would you prepare a client for PCP visit?
What to Prepare:

- List of questions/health concerns
- Pill bottles
- Discharge papers
- Advocate/navigator
The Waiting Room

Appointment @ 3:00pm

Arrive @ 2:45pm
EHR
Electronic Health Record
Exam Room

Make a Plan of Care

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Stress?
Chronic Kidney Disease?
Congestive Heart Failure?

Hypertension?
Diabetes Mellitus?
Coronary Heart Disease?
Diagnosis

Exam
Labs
X-rays
Other studies
Specialist
Behavioral health

Treatment

Meds
Surgery

Follow-up

COME BACK!!
A Whole Person Care Pilot

Labs: Blood + urine, onsite or send out

X-rays: Off site

Ultrasound: Off site

CAT Scan/MRI: Off site
**Specialty Care**

1. PCP makes referral
2. Specialist sees patient
   - May need insurance authorization
   - PCP sends to referral coordinator
   - Patient gets to specialty appointment
   - Specialty appointment gets made
   - Communicates with PCP
   - Makes diagnosis and treatment plan
   - May need follow up
Medications

- From EHR to the pharmacy
- Pick-up
- Pharmacist can teach
Alternative ways to get in contact with PCP:

- Telephone calls
- Patient portal
- Triage nurses
## Disability Paperwork

### Claim for Disability Insurance Benefits – Claim Statement of Employee

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Format</th>
</tr>
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<tbody>
<tr>
<td>1. Your Social Security Number</td>
<td>XXXXXXXX</td>
</tr>
<tr>
<td>2. If you have ever used other Social Security Numbers, show those numbers below</td>
<td></td>
</tr>
<tr>
<td>3. Date your disability began</td>
<td>MM DD YY</td>
</tr>
<tr>
<td>4. Last date you worked</td>
<td>MM DD YY</td>
</tr>
<tr>
<td>5. Have you worked any full or partial days since your disability began?</td>
<td>YES or NO</td>
</tr>
<tr>
<td>6. Date you recovered or returned to work (if any)</td>
<td>MM DD YY</td>
</tr>
<tr>
<td>7. Gender</td>
<td>MALE or FEMALE</td>
</tr>
<tr>
<td>8. Your Legal Name</td>
<td>FIRST NAME, MIDDLE NAME OR INITIAL, LAST NAME</td>
</tr>
<tr>
<td>9. Your Date of Birth</td>
<td>MM DD YY</td>
</tr>
<tr>
<td>10. Other names, if any, under which you have worked</td>
<td></td>
</tr>
<tr>
<td>11. Language you prefer to use</td>
<td>ENGLISH, ESPANOL, OTHER</td>
</tr>
<tr>
<td>12. Your mailing address (If you wish to receive mail at a private mail box—Not a US Postal Service Box—you must show the number in the “PMB#” space.)</td>
<td>NUMBER / STREET / P.O. BOX / APARTMENT OR SPACE #, PMB # (PRIVATE MAIL BOX #)</td>
</tr>
<tr>
<td>13. Your Area Code and Telephone Number</td>
<td></td>
</tr>
<tr>
<td>14. Your residence address, if different from your mailing address</td>
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**Employment Development Department**  
State of California
Team-Based Care
(Multiple kinds of staff in the clinic)

Providers

Medical Records

Health Coaches

Front Office

MAs

IBH Staff

LCSW
COVID Era

- Ever-changing situation
- New
- Scary
- Stressful
- Adapt, and adapt again!
2020 and 2021: Telehealth

**Phone call**

- MA calls patient to walk them through what will happen, ask basic questions
- Provider calls patient and they have visit
- Plan is made
- MA calls back with details on the plan and follow up appointment

**Video visit**

- MA calls patient and offers video visit. If desired, can be done in several different ways
  - My Chart
  - Doximity Dialer
  - Facetime (with clinic i-phone)
- Challenges
  - Internet access
- Advantages
  - Better ability to communicate and see what is happening to the body
In-Person Visits

- Of course still necessary!!
  - Likely will start with a phone visit
  - If patient must be seen, then in-person visit is arranged
  - Sometimes patient can send a photo to the provider – this can work for skin issues

- Once at clinic
  - Screening for symptoms and temp check at the door
  - May be asked to wait in car until provider is ready
  - Only the patient can come in – minimize family/caregiver exposure
  - Staff will be masked
Behavioral Health

- These clinicians have been busier than ever!
  - Tele visits have made it easier, cut down stigma, decreased barriers
- And the need is even greater!
Paperwork...of course....

- Still has to get done! Many were not able to flip to electronic processes
- It may take longer
- But we still do it and we know it is important
Takeaways

• Arrive early to the appointment if in person
• Know clinic location, how to get there, and parking instructions
• Prepare your client with the necessary medical information for the visit
• Know the various players and their roles on the PC team
• When in doubt, call the clinic!
• Follow-up appointments are a must
• Help client with phone and video visits
THANK YOU FOR BEING THE GLUE!!!
Questions???
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Community Health Center Network
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