

How COVID changed how we practice – and will the old ways return?

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Pelican Pediatrics



Objectives:

Identify

- Identify flaws in current office flow both logistical and clinical as it relates to COVID safety and parental confidence

Address

- Address the flaws in a timely matter - continue to address them as things change

Offer

- Offer ways to make the office flow safer for staff and patients and be ready to make changes over and over again in a timely matter

Pelican
Pediatrics

Level III PCMH

Fully vaccinating evidence based practice

Diverse patient population including many non-English speakers

2 full time MDs (one started during COVID) – small staff

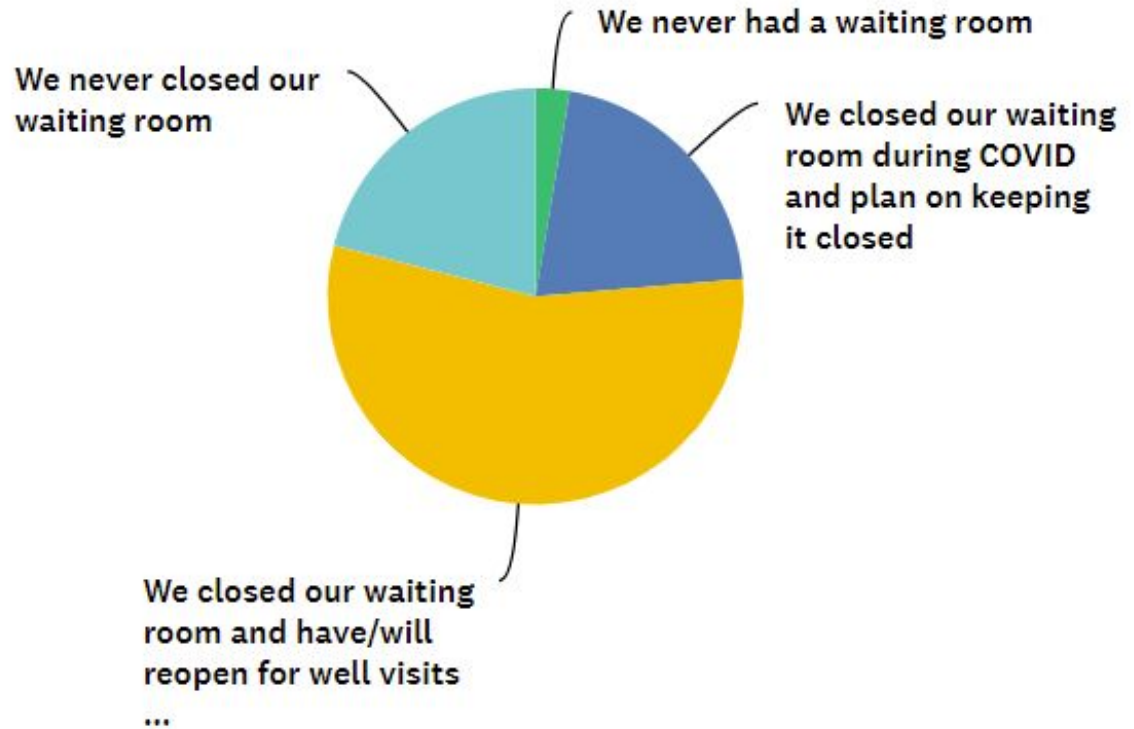


The World of Pelican Pediatrics

El Mundo de Pelican Pediatrics Мир Пеликан Педиатрии ορθοπαιδικό για παιδιά

CLOSED

STAYING OR GOING???

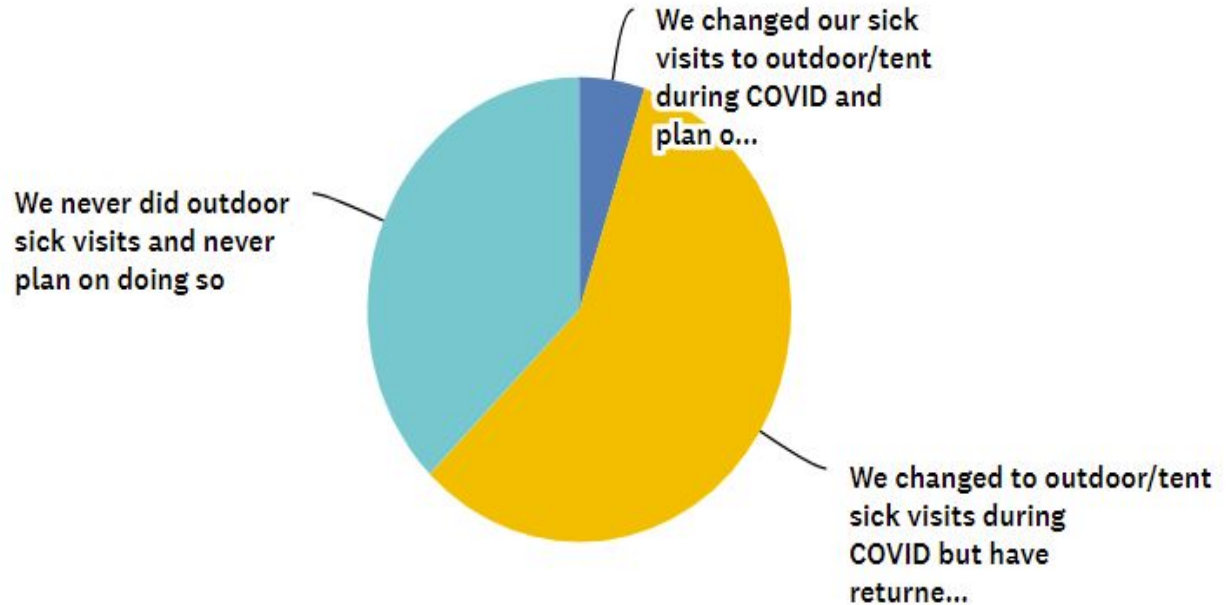




OUTDOOR sick visits



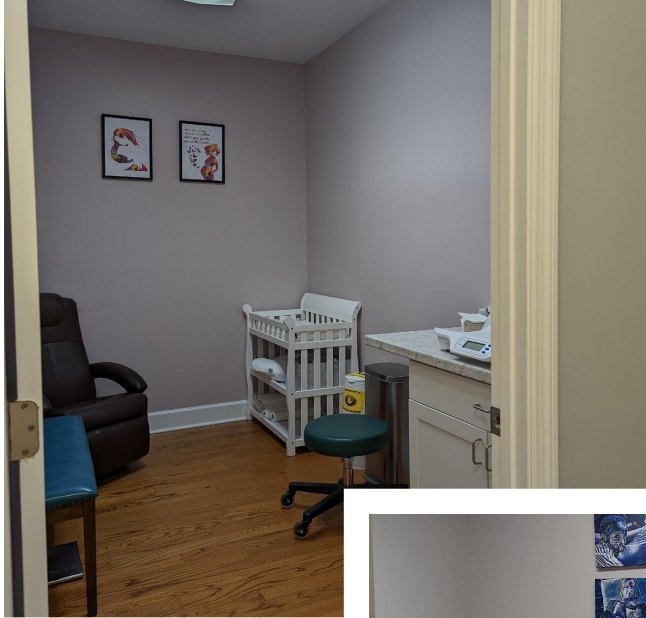
STAYING OR GOING???





In Room Triage

Dedicated Baby-Areas





Outdoor Waiting Areas/Exam rooms

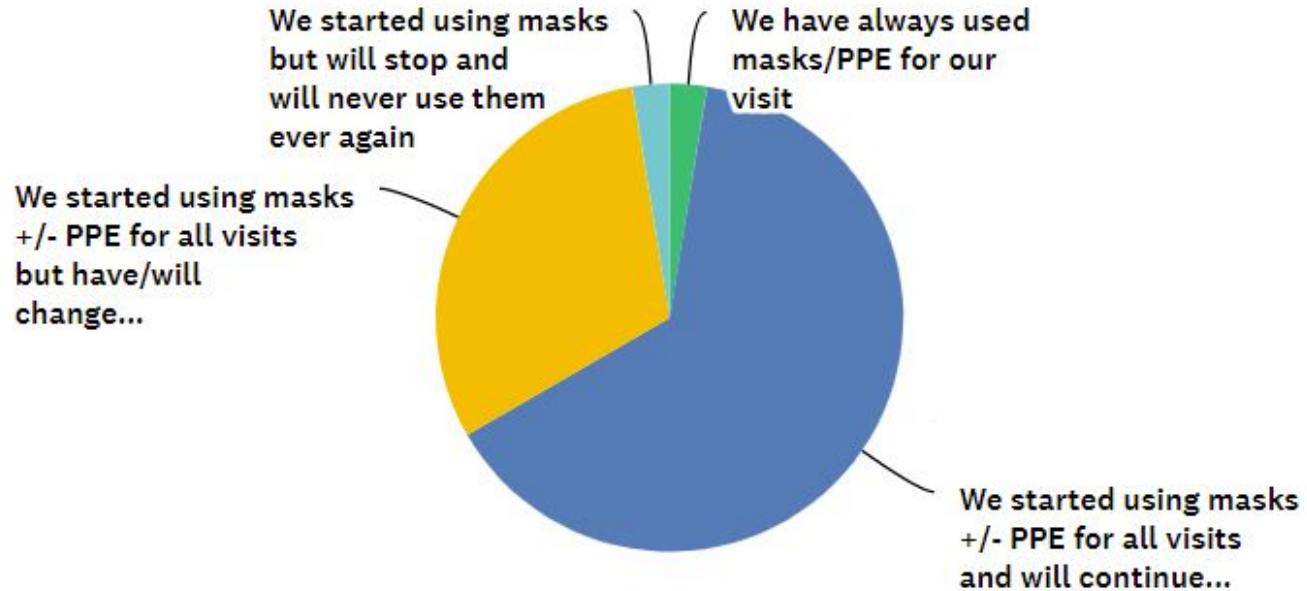
STAYING OR
GOING???



MASKS (and PPE)



STAYING OR GOING???



Throw-Back

ebay



Facebook



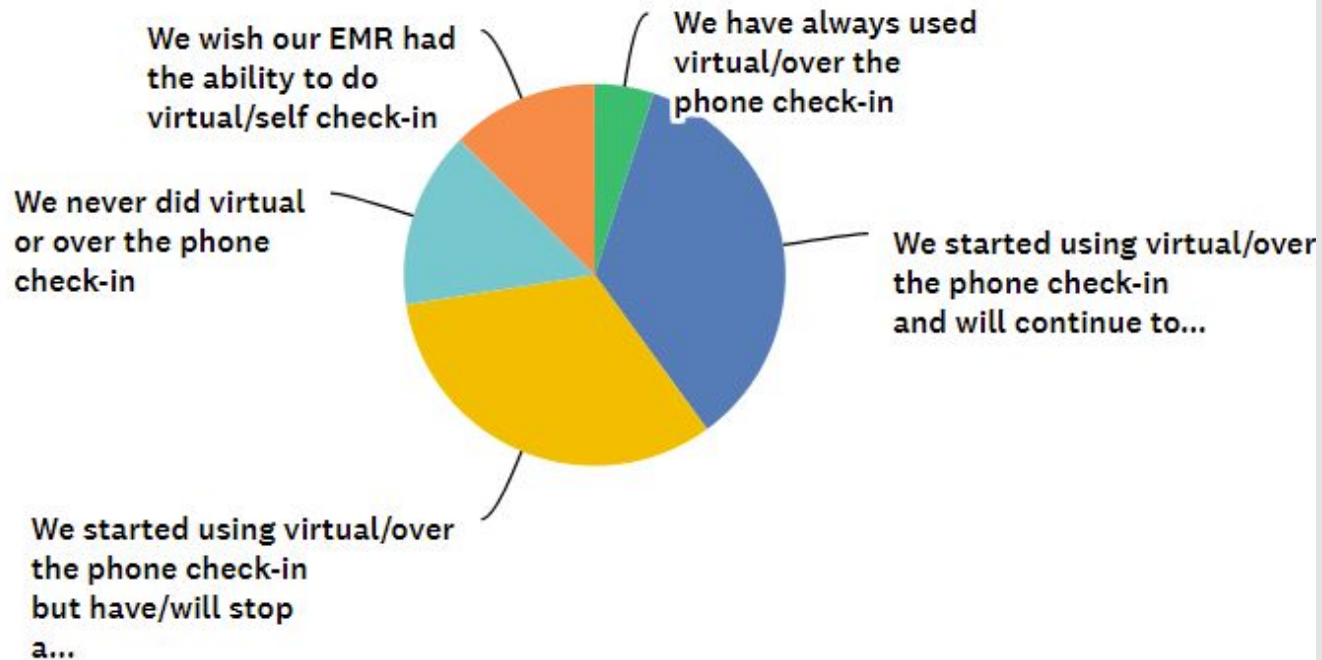
Alibaba.com

Going Virtual

From Virtual Check-in

To virtual visits

STAYING OR GOING???



Telemedicine





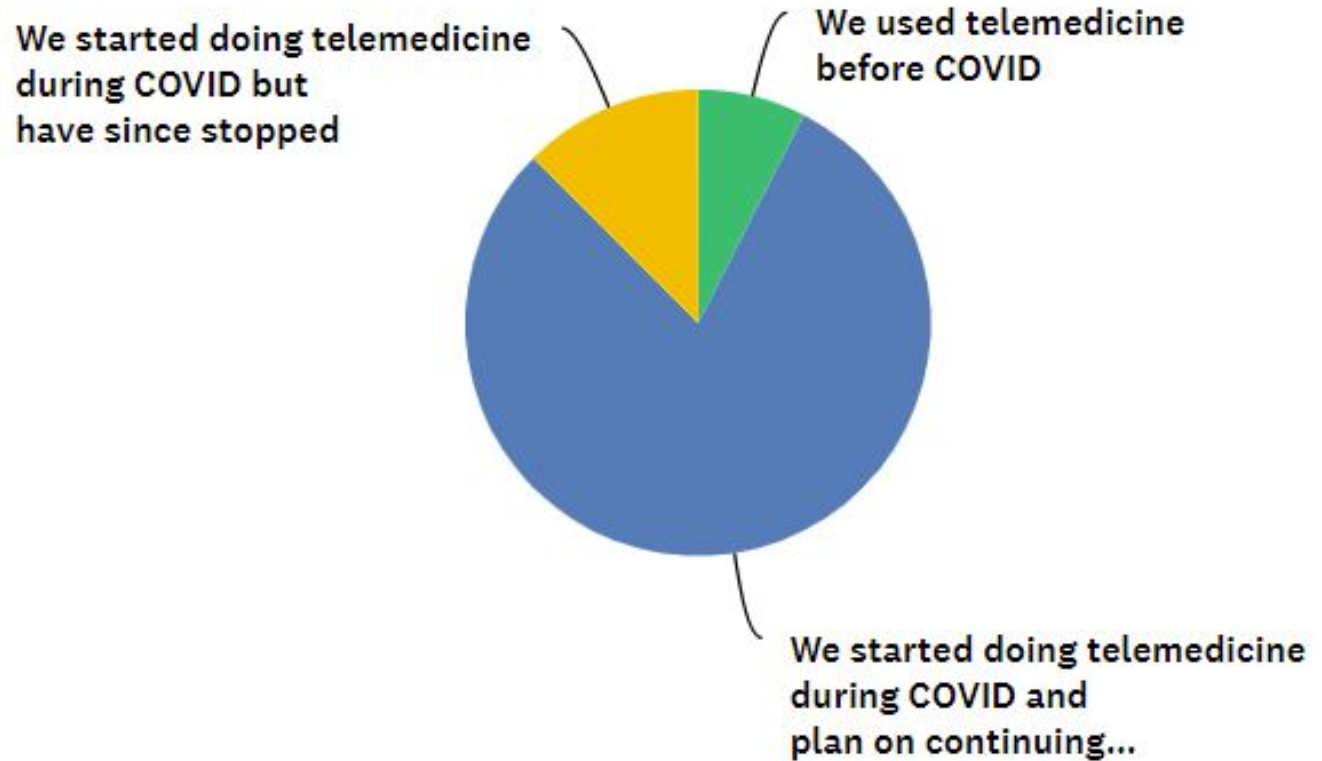
Initially many practices were slow to initiate telemedicine but now it is a mainstay for many



For many types of visits – it is more efficient for both families and physicians

Telemedicine

STAYING OR GOING???





Drive-through vaccination clinics

TikTok
@doktoreliza

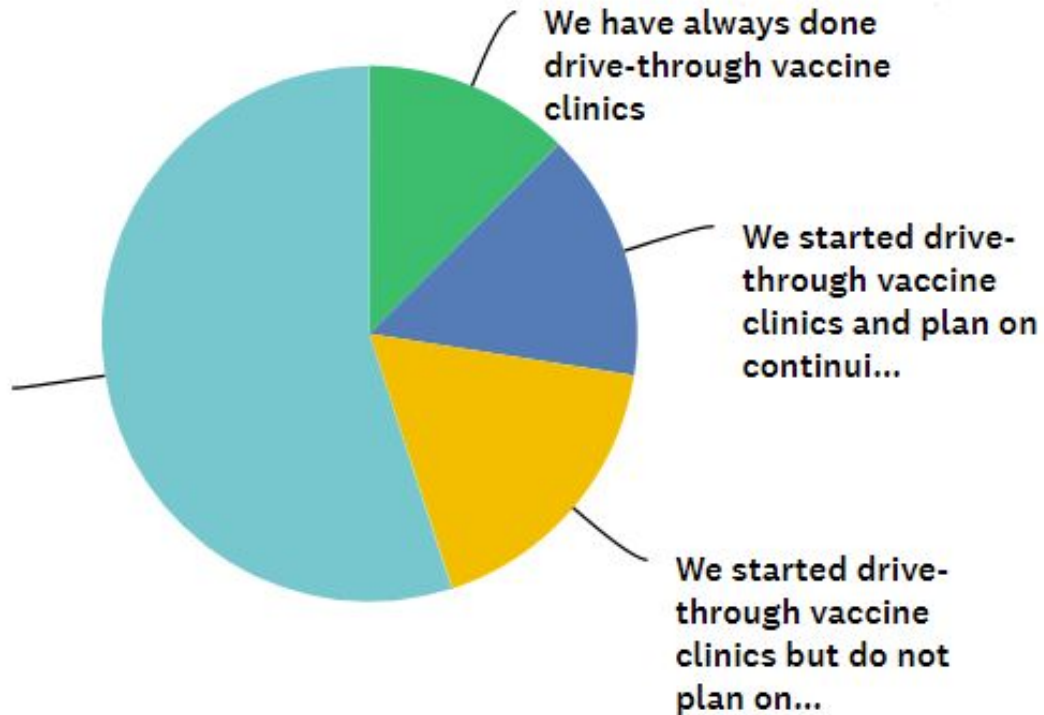
get card for Shot or FluMist



Pelican Drive thru Flu Clinic

STAYING OR GOING???

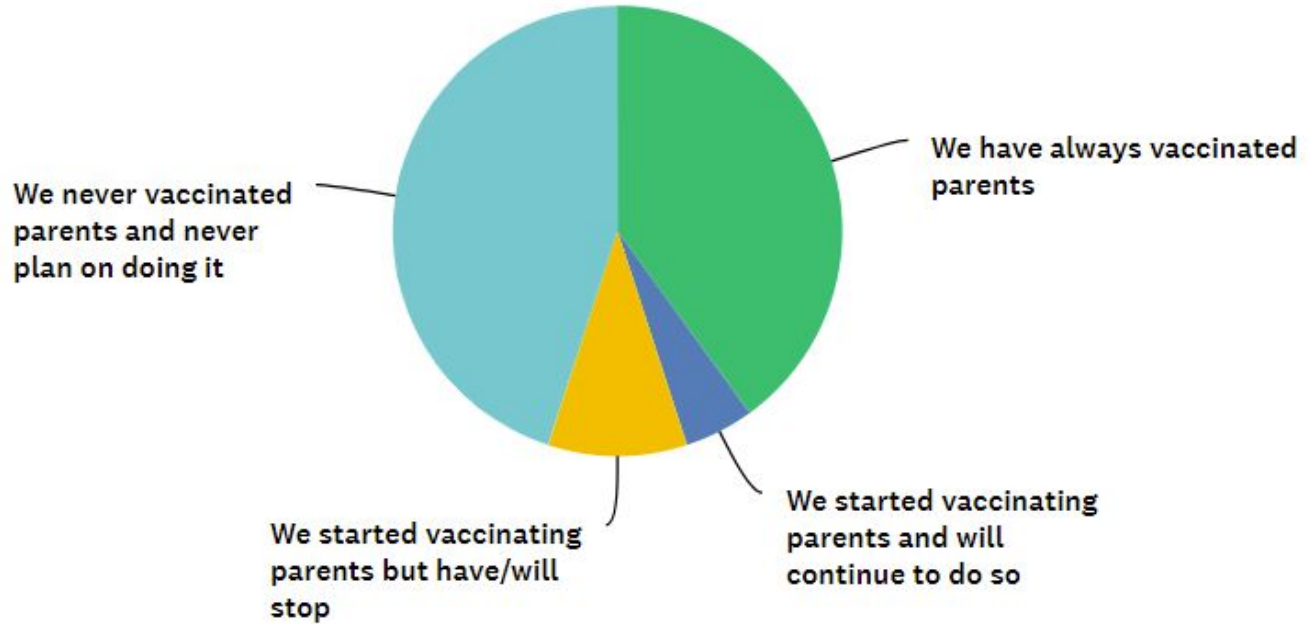
We never did drive-through vaccine clinics and never plan on it



Vaccinating Parents



STAYING OR GOING???



Contact free

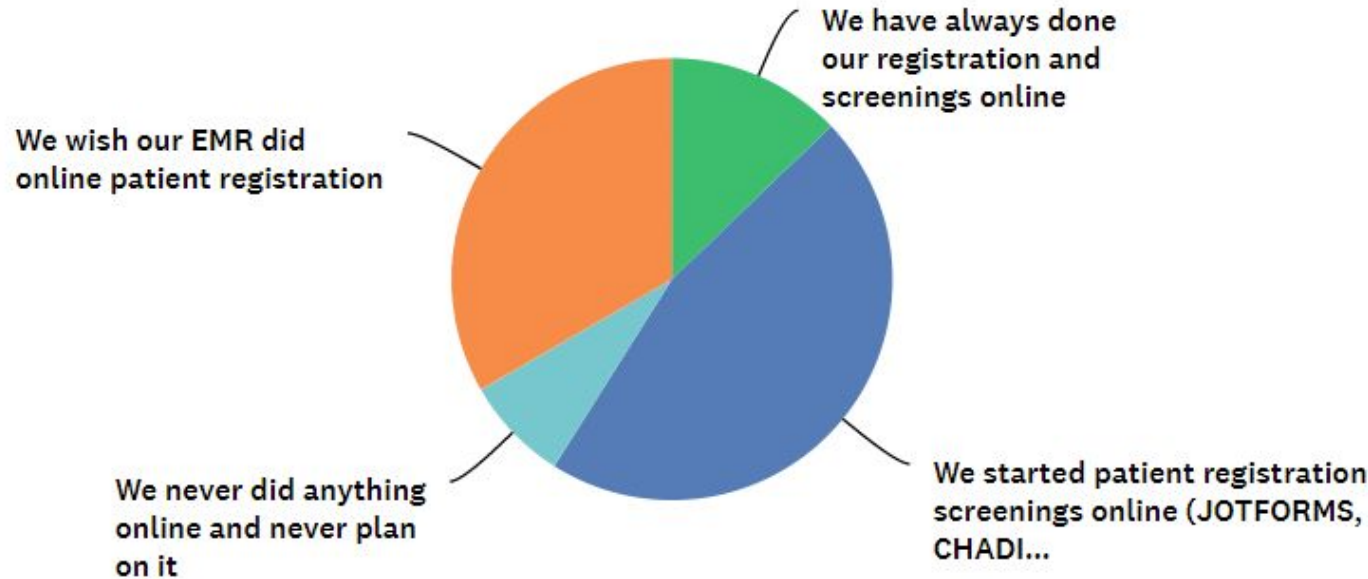
Paper free

To decrease contact – went from paper forms, developmental screeners to online options like CHADIS – online patient registration

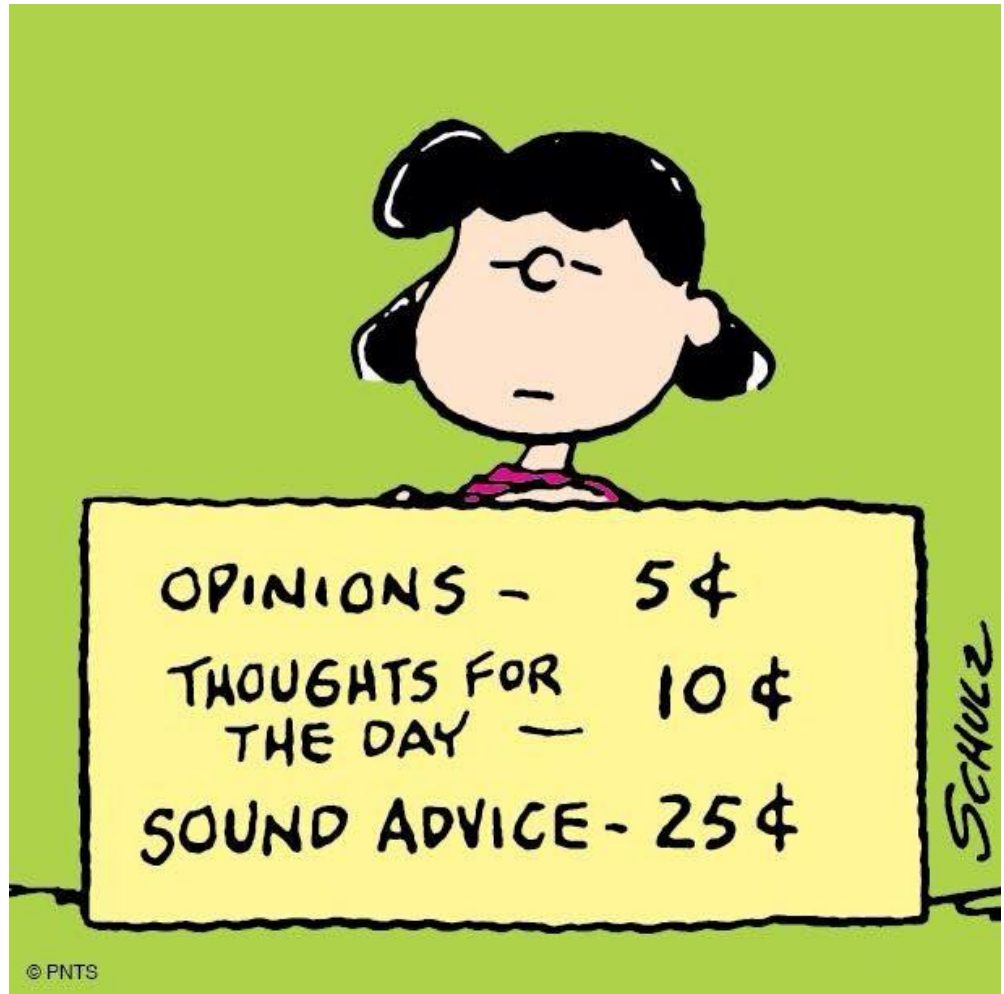
Also helps with forms getting done ahead of time...sometimes

Push Portal for those who were underutilizing it

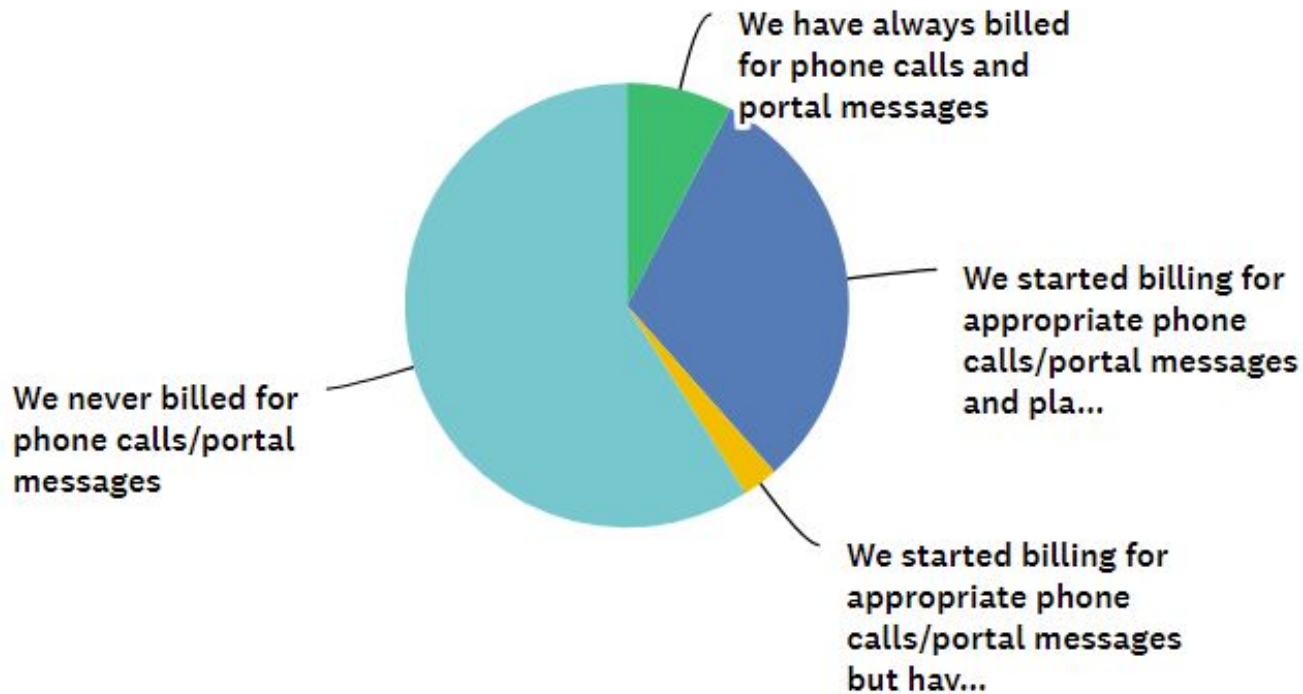
STAYING OR GOING???



Phone Call and Portal Message Billing



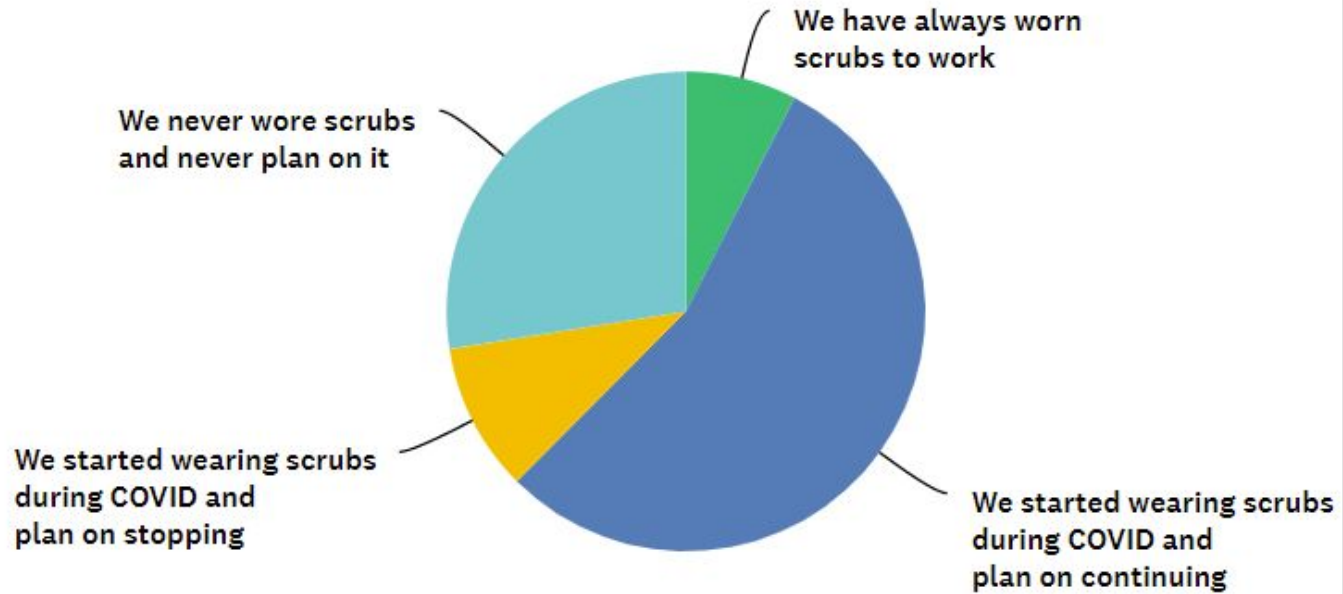
STAYING OR GOING???



SCRUBS



STAYING OR GOING???



Conclusion



From the onset of COVID pandemic, many practices made changes to the way the practice, patient flow and billing.



The pandemic taught us how to change policy on a daily basis.



Many changes were temporary, but a number were permanent – forever changing how we may practice.

Telemedicine

Sick Visit flow

Scrubs

Masks

Increase in
virtual/online tasks

References

- Poll Results via SOAPM and facebook groups “Peds in Private Practice” and “COVID-19 Pediatrician group”
- TLC – “no scrubs”
- The Clash – “should I stay or should I go”