



# **Re-Opening the Office**

**May 12, 2020**



# Discussion Topics

- Registration Survey results
- State Guidance
- EEOC Guidance
- Employee FAQ's
- Preparing a Plan

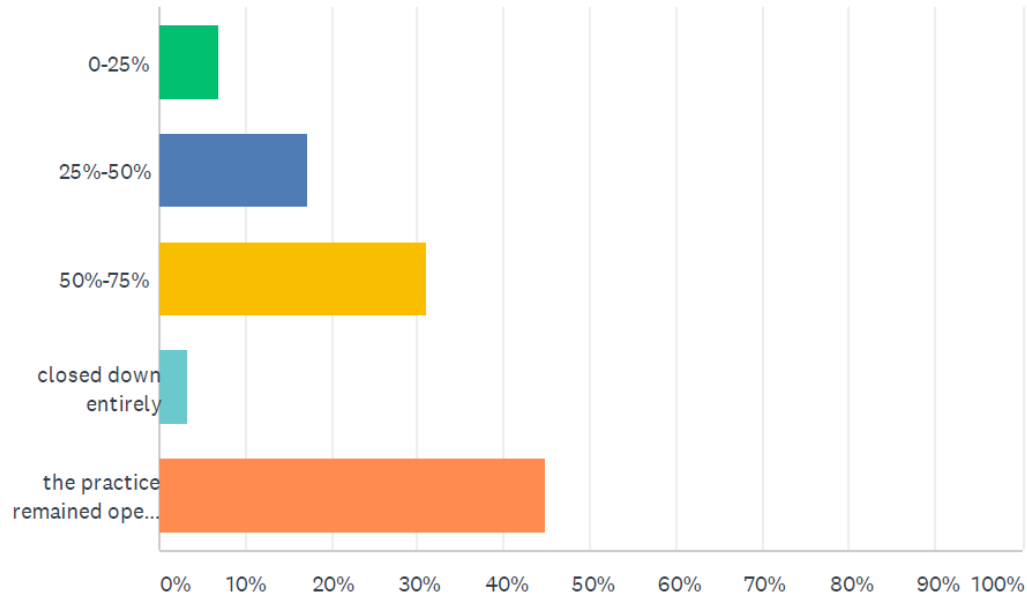
Ask questions when you want, suggest using the chat to either:

- 1) Let us know you have a question or
- 2) Write the question we will read

This will help with speaking choreography

# Q1 With the recommendations for NYS Pause on March 16, 2020, physical distancing, and seeing only essential visits in the medical practices, did you close your practices? If so, what percentage did you close your practices?

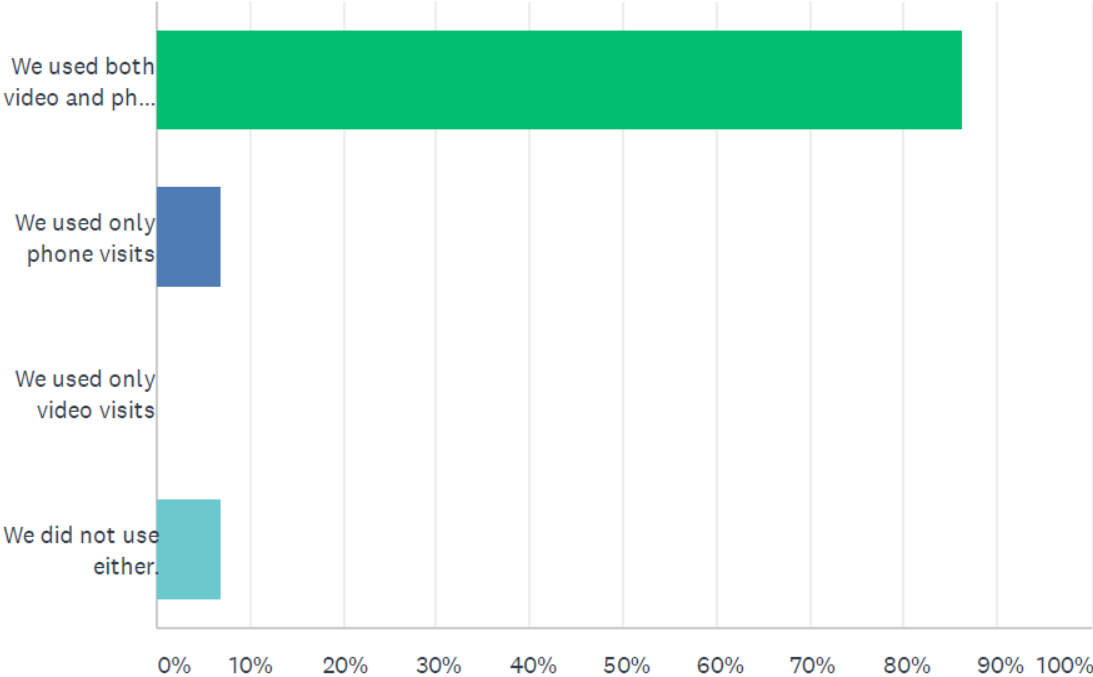
Answered: 29 Skipped: 0



ANSWER CHOICES	RESPONSES	
0-25%	6.90%	2
25%-50%	17.24%	5
50%-75%	31.03%	9
closed down entirely	3.45%	1
the practice remained open during the NYS Pause	44.83%	13
Total Respondents: 29		

# Q2 Did your practice established tele-medicine to continue to see patients?

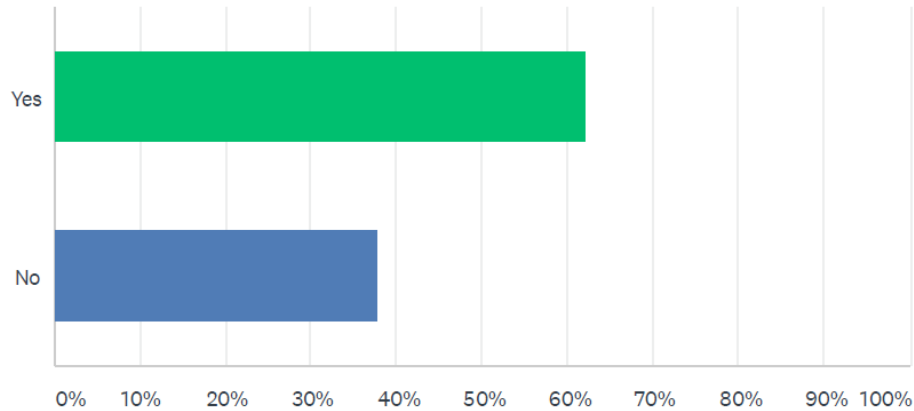
Answered: 29 Skipped: 0



ANSWER CHOICES	RESPONSES	
We used both video and phone visits	86.21%	25
We used only phone visits	6.90%	2
We used only video visits	0.00%	0
We did not use either.	6.90%	2
Total Respondents: 29		

## Q3 During this time, did you have to lay off or furlough staff?

Answered: 29 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	62.07%	18
No	37.93%	11
Total Respondents: 29		

### What percentage of the staff was laid off or furloughed?

10 % (2)

approx 15% - we'd had a number of voluntary terminations just before the pandemic

50% (3)

60%

65%

75%

80%(2)

85%

100%

Several FTE and cut everyone's hours

Only 1 week, half staff



underberg & kessler LLP

# **RE-OPENING (OR REMAINING OPEN) FOR BUSINESS IN THE AGE OF CORONAVIRUS**

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# Governor Cuomo Guidance

- Guidance on stages of re-opening of NY as soon as May 16, 2020
- Stage One to be for certain manufacturing and construction employers
- Stage Two to begin with the more essential/less risky of the other employers and proceed to the less essential/more risky
- Employers re-opening (and remaining open) will need a safety plan for its employees

## **Governor Cuomo Guidance (cont.)**

- Each region will have a control center to monitor the safety performance of that region's employers
- Robert Duffy, Rochester Chamber of Commerce President/CEO, has been named a Special Advisor to the Governor for the Finger Lakes Region regarding the re-openings



## **Businesses re-opening (and those already open)**

- The safety plan will be required to be in writing and outline the specific safety precautions they will be taking to help lower the risk of spreading the COVID virus

# Businesses re-opening (and those already open) (cont.)

- Factors to be considered for inclusion in safety plans:
  - Workplace hours and/or shift adjustments
  - Social distancing standards
  - Non-Essential travel restrictions
  - Masks to be worn by those who cannot keep social distance
  - Strict cleaning and sanitation standards
  - Continuous health screening process for people entering the workplace
  - Assistance with the reporting, tracking and tracing of COVID cases
  - Develop liability processes.

## EEOC Guidance

- COVID testing of employees should be permitted and should not be considered itself a violation of the Americans with Disabilities Act (“ADA”), just as it previously had stated regarding taking the temperatures of employees
- The EEOC guidance comes as NY has approved independent pharmacies to perform COVID diagnostic and antibody testing, and we await more information that testing

# Frequent Questions

- How to handle employees who refuse to work
- Employee bonuses for those who do work
- Other questions

## Additional Information

- Complete coverage at [www.underbergkessler.com](http://www.underbergkessler.com) in various BLOG posts and on the NYS and federal DOL websites ([www.labor.ny.gov](http://www.labor.ny.gov) and [www.dol.gov](http://www.dol.gov))

# Re-Opening the Office “The Plan”



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May 12, 2002

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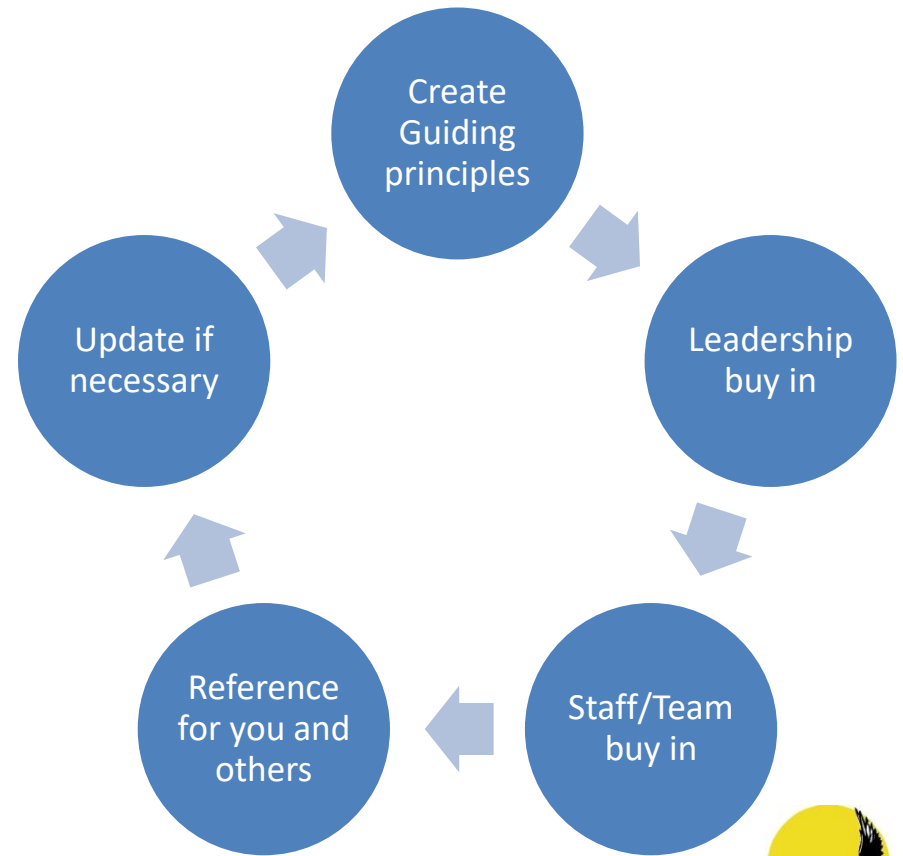


# Preparing a Plan

1. Guiding Principles
2. Leadership and Team/Staff buy in
3. Prepare plan and be ready to respond
4. Communication plan internal and external

# Why Guiding Principles?

- Consider creating a list of guiding principles that can be agreed to and then referred to when questions and requests to change come up





# Guiding Principles Suggestions

## Guiding principles for the plan could include:

- Minimize the risk of infection, for both office staff and patients
- 6 foot apart or mask
- Address patient concerns
- Address staff/team concerns and mental health
- Reduce places to touch and clean remaining items that can be touched
- Effective communication
- Others



# Open Incrementally

## Step-wise approach

Address the environment, cleaning, hand sanitizer, etc

Begin with limited in person visits

Staff who can work remote, bring back in phases

Property changes such as sensors for door, toilets, etc

Capitation

# Funds Flow

➤ This is changing your funds flow = Who pays who, when, where and how much

\$

## Expenses

- What expenses go up, A few may go down
- Accounts Payable plan
- Right size the staff

\$

## Revenue

- Evaluate lost revenue
- Project future Revenue

\$

## Net result

- As of now, compared to budget
- Create a Projection Model that can be updated, consider ranges



# Plan is created Now what?

- Communication
  - Internal
  - External
- Frequency of updates
  - Best serve you



# Sharing what we know and what we do not know

- We are better together
- Remember self care



# Reference

## **CDC Guidance for Outpatient and Ambulatory Care Settings**

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ambulatory-care-settings.html>

## **MGMA Medical Practice Checklist**

<https://www.mgma.com/MGMA/media/files/pdf/MGMA-Practice-Reopening-Checklist.pdf?ext=.pdf>



Changes are here and  
more are coming...

Let us know if we can help

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