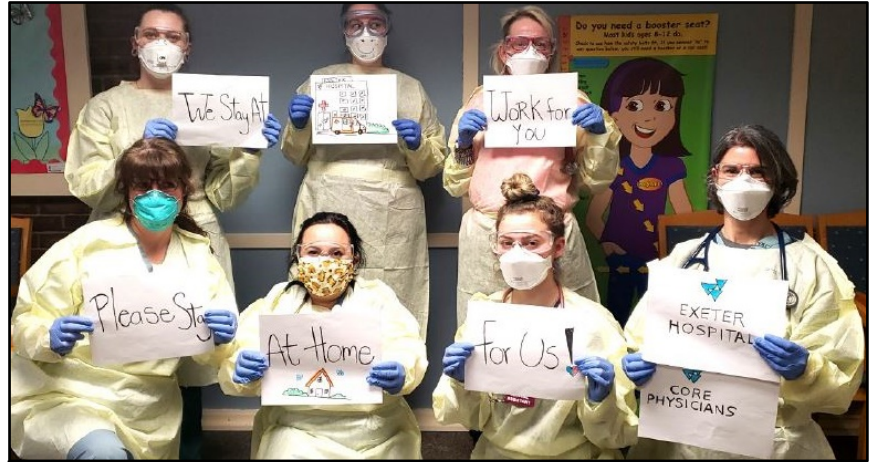


AMAZING PEOPLE DOING AMAZING THINGS

Core Physicians' Centralized Respiratory Clinic Offers Quality, Safe, Compassionate Care To Patients

In early March, as part of our organization's response to the pandemic, Core Physicians' Incident Command team began to develop plans to continue to meet patient needs while limiting possible exposure to keep patients and staff safe. They knew their patients were relying on them for help and guidance – especially those experiencing symptoms of the virus.

“We knew how important it was, and still is, for those patients to receive specialized assessments and treatment in the safest manner possible,” says **Jenn Mason**, Practice Director, Primary Care. “Many are anxious, afraid, and not feeling well, and we wanted to provide a place for them to receive safe, high quality care, education, and reassurance.” With those goals in mind, Jenn and **Ellen Bernard**, DO, Medical Director, Primary Care, partnered with Pediatrics Practice Director, **Phyllis Anderson**, and Pediatrics Medical Director, **Jennifer Jones**, MD, to operationalize a Centralized Respiratory Clinic for Core patients.



Team members of Core Physicians' Centralized Respiratory Clinic.

“It was a rather large undertaking that required us to coordinate with staff from many other departments – Core's Clinical Educators, NextGen team, and Call Center; Patient Access, Information Services; Infection Prevention; Facilities; Materials Management; Central Sterile Supply; Environmental Services; and Human Resources - to name just some of the areas we worked with,” Jenn says. In just three days the Clinic was set up in the Saltonstall Building on the Exeter Hospital campus.

How It Works

Providers, nurses, medical assistants, and medical office coordinators from Core's Epping, Exeter, Hampton, and Plaistow practices staff the Clinic, with support from Environmental Services and a team of Screeners made up of employees who have been redeployed from other areas. Patients who contact their provider with concerns about any respiratory or flu-like symptoms are triaged by clinical staff, who determine if they should be referred to the Clinic. If so, the patient typically receives a same day appointment.

As patients enter the Clinic they receive a mask, then are escorted to an exam room, where a Core provider assesses symptoms and performs a clinical examination to determine if Covid-19 testing is appropriate. If so, one of the Clinic's medical office coordinators reaches out to the Hospital's Central Scheduling department so the patient can receive an appointment at the Covid-19 Mobile Testing Site located on the Hospital campus. If the patient is not referred for testing, the provider develops a care plan based on symptoms and findings.

“The process has been working very well to get our patients the care and testing they need in a fast and efficient manner,” Jenn says. She adds there were a few bumps in the beginning, but those have since been smoothed out. “That first week was crazy and exhausting, but everyone continued to work hard and remained focused on our patients and community.”

Core's Centralized Respiratory Clinic is available to patients seven days a week. Since opening in early March, 1400 adult patients and 600 pediatrics patients have been referred to the Clinic. “The Clinic staff have been amazing, as has the support we have received from across the organization,” says Phyllis. “It truly has been a group effort with everyone working *together as one* team.”