

Providence Health System:

Response to COVID-19 and Urgent Care Center Update

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Ascension

Response to COVID-19

Providence Health System Response to COVID-19

Providence has been working tirelessly to respond to the COVID-19 pandemic in the District, across all our sites of care. The health and safety of our patients, associates, guests and community remain our top priority.



Current Hours of Operations during COVID-19

Main Providence Health System Entrance: 7:00 AM - 6:00 PM (Daily)

- Providence Medical Office Building Entrance : ***Closed to centralize access for screening during the Pandemic. For access to the Medical Office Building, clinicians and visitors are directed to use Main Providence entrance.***
- Parking Garage Bridge: 7:00 AM - 5:00 PM (Daily)
- Urgent Care Center: UCC Hours of Operation
 - Monday - Friday: 8:00 AM - 10:00 PM
 - Saturday & Sunday: 8:00 AM - 3:00 PM

Providence Health System and the District of Columbia's Pandemic Response

- Providence is part of the city's response to COVID-19 needs.
- Providence leadership has responded to the needs revealed by the District in the event of a medical surge related to the pandemic.
- We continue to engage with the DC Department of Health on the ways we currently provide services to District residents (through Urgent Care, virtual provider visits, virtual urgent care, Carroll Manor, etc) and on other ways we can collaborate to provide safe care during and after this pandemic.

Providence Health System Response to COVID-19

Specifically, we are:

- Holding a COVID-19 incident command center with system leaders to review the status of the pandemic in the District and our service area; creating protocols that handle reported incidents on campus and provide access to resources, clinical protocols and standardized communications for associates and patients;
- cascading and implementing guidelines and protocols in all of our facilities (the former hospital, Police and Fire Clinic, Carroll Manor, the Urgent Care Center, and the physician practices) regarding prevention, protection, and screening of all personnel, patients, and visitors;
- implementing screening protocols of all associates and visitors at all locations;
- implementing processes to ensure the appropriate safe identification of potentially infected patients and getting them to testing facilities and care (in coordination with neighboring health systems);

Providence Health System Response to COVID-19 (cont.)

- postponing in-person elective visits of healthy individuals to minimize vulnerable contact;
- treating patients requiring in-person care in our primary care and specialty care clinics;
- continuing to fully operate Carroll Manor skilled nursing center, providing short-term and long-term medical, nursing, and rehabilitation services at high occupancy;
- supporting when needed, the privately-owned Capital Caring hospice unit;

Providence Health System Response to COVID-19 (cont.)

- providing educational and screening support to the independent physicians occupying the Providence Medical Office Building;
- providing 7 days a week care of any district resident at the Urgent Care Center; and
- communicating important educational information and updates to local Advisory Neighborhood Commissioners (ANCs) and the community regarding the epidemic and the services we provide.

Providence Virtual Provider Office

- On March 26, Providence launched a virtual provider office where we conducted **1614 visits (telephonic, virtual office, and virtual urgent care visits)**
- The virtual and telephonic provider visits are available for established patients in our Providence physician practices.
- Virtual urgent care visits are available for anyone who needs immediate care for primary and behavioral health needs, as well as Medicaid patients within the Myhealth GPS program.
- For easy access 24/7 to a doctor for urgent care visits without leaving home, use our national system, Ascension Online Care, from your phone or mobile device. **Use code HOME for a discounted \$20 visit. Download the app today at www.ascension.org/onlinecare. Available in all 50 states. No insurance required.**

Providence Associate COVID-19 Testing

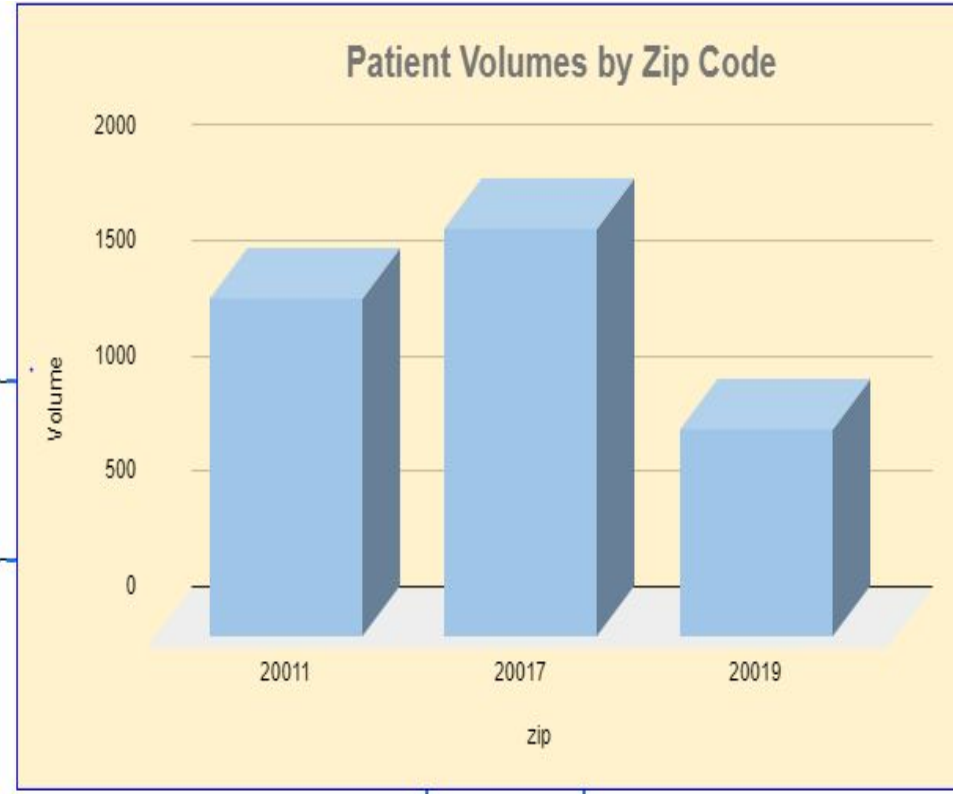
- Due to limited DC healthcare worker COVID-19 testing sites and the elevated risk to healthcare workers during this pandemic, Providence is providing drive-thru/walk-up COVID-19 testing for our associates.
- At this time, only active Providence Health System associates are eligible for this drive-thru service and must have a physician's order requesting testing for COVID-19.
- If you are not an active Providence associate but would like to get tested for COVID-19, please contact your primary care provider for evaluation on the need to perform the COVID-19 test.
- For District of Columbia testing sites, please visit: <https://coronavirus.dc.gov/testing> .

Urgent Care Center Update

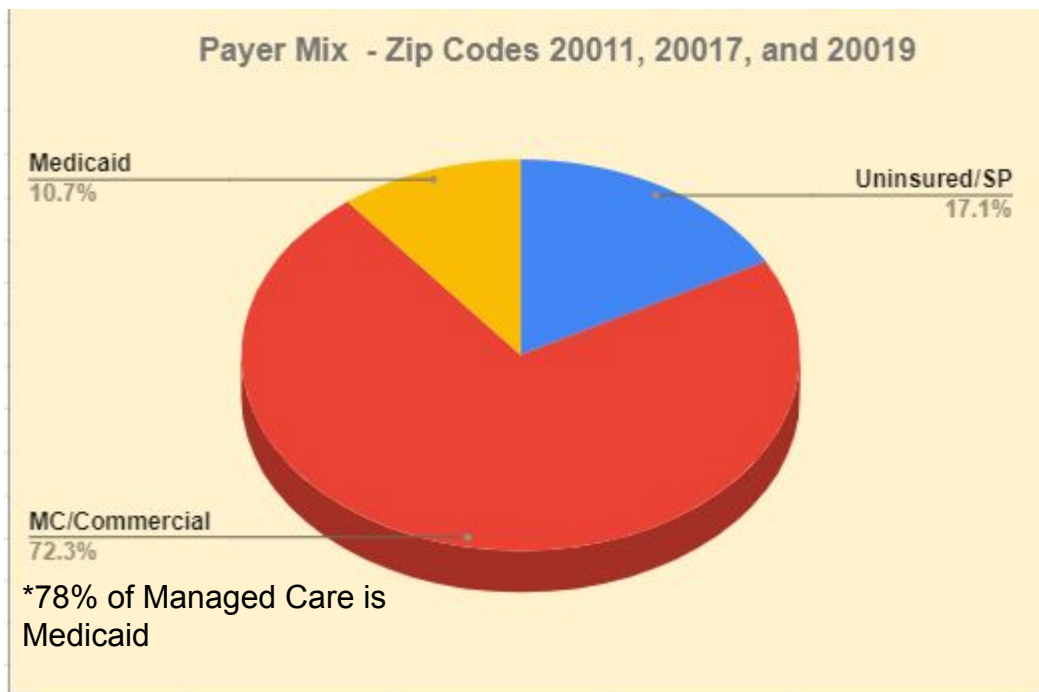
Providence Urgent Care Center - Patient Volumes

Since its opening July 2019, over 4,605 unique patients have been treated at the Providence Urgent Care Center.

- 90% of its volumes (4132 patients) are comprised from zip codes 20011, 20017 & 20019.
- 3% of the patients seen in the Urgent Care are non-residents of the District of Columbia.
- Weekday daily avg. of patients seen is 33.5; weekend daily avg. is 14. (Pre-COVID-19 pandemic)



Providence Urgent Care Center - Payer Mix



Providence Urgent Care Center - DC Right Care , Right Now

Referral by Destination Information



4/21/19 to
3/7/2020

Providence Urgent Care Center	398
GW MFA - Washington Pl	322
Unity Health Care - Anacostia	262
Unity Health Care - Minnesota Avenue	156
GW MFA - 15th St	145
Unity Health Care - 14th St	143
Unity Health Care - Brentwood	129
Unity Health Care - Southwest	80
Unity Health Care - Parkside	78
Unity Health Care - Benning	77
GW MFA - Porter St	65
Community of Hope Family Health and Birth Center	22
Whitman-Walker Health - 1525	18
Unity Health Care - Columbia Rd	17
Bread for the City	17
Mary's Center - Georgia Ave	16
Whitman-Walker Health - Max Robinson Center	15
Community of Hope Conway Health and Resource Center	10
La Clinica del Pueblo	5
Family and Medical Counseling Services	4
Unity Health Care - Stanton	2
Unity Health Care Anacostia Health Center	2
Community of Hope Marie Reed Health Center	2
GWU MFA Associates-Rhode Island	1
Unity Health Care, Brentwood	1
Grand Total	1,987

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- DC Fire and EMS started the Right Care, Right Now initiative in 2018, which connects 911 callers with less serious and non-life-threatening injuries and conditions to primary care providers and urgent care centers near their homes.
- Providence Urgent Care Center is the **#1 referral site** for the DC Right Care, Right Now program. The UCC has seen **398 patients** under the program through March 2020.

**We are privileged to continue to serve the Washington DC community.
If you have any questions or concerns, please contact us at
communityrelationsdc@ascension.org .**

Questions?



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