



Scripps Member Teletalk Conference Transcript from July 22, 2020

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[00:00:03.50] JILL SELBY: Well, hello everyone. We're just about to get started. And if you've been waiting a while, thanks for your patience. Let me just do one more reminder that this is a TeleTalk for SCAN Health Plan members. You're also going to be hearing from a doctor with Scripps Health. So I encourage you to get a pen and paper if you've not done so already. We're going to be giving out a lot of helpful information and some important phone numbers that you're going to want to make note of.

[00:00:32.09] And finally, I want to assure you that while you can hear us, we can't hear you. So don't worry about any background noise. We're good. You can talk to us. We won't hear you. But with that, let's get started.

[00:00:47.06] So my name is Jill Selby, and I'm the corporate vice president of product development here at SCAN. We're doing this call today to make sure that you know what to do about your health care. You know, COVID-19 has really changed how we do just about everything. And most of us have to put things off and thinking we're going to get back to normal soon.

[00:01:09.88] But without a clear end in sight, we just don't want you to be putting off the health care that can keep you healthy and out of the hospital during these times. Those preventive care screenings and routine care appointments are so, so important, especially during these times. And we've gotten so many questions about this from SCAN members over the last few months, we thought we'd put on today's TeleTalk.

[00:01:32.89] So here to help me with those questions is Dr. Anthony Chong. He is the chief medical officer of Scripps Coastal Medical Center. So Anthony Chong, welcome, and can you introduce yourself?

[00:01:47.48] ANTHONY CHONG: Thanks, Jill. Good afternoon, everybody. My name is Dr. Anthony Chong. And as Jill mentioned, I'm the chief medical officer for Scripps Coastal Medical



Center here in San Diego County. And by way of background, I am trained in family medicine. And I do occasionally still see patients, but most of my time is spent as the chief medical officer.

[00:02:13.99] JILL SELBY: Well, excellent. So welcome to the TeleTalk, Dr. Chong. We're so thankful you're here today. So first, we're probably all tired of hearing about washing our hands. You can't go anywhere without the news or signs, but it's worth reminding everyone of the safety precautions that are still so important to follow. Can you talk about that, Dr. Chong?

[00:02:36.08] ANTHONY CHONG: Great, great start, Jill. I want to emphasize to all of our listeners that it is imperative that every one of us do what we can to protect ourselves, protect our family, protect our community, by doing the simple, basic safety protocol. These are avoiding crowded environment, maintain a distance sense of six feet, wear facial covering, and wash your hands. And lastly, we know this happens quite a bit throughout the day, avoid touching your face, nose, eyes. That will help ensure that people remain healthy.

[00:03:18.65] JILL SELBY: Yeah. Those are really good reminders. I was washing my hand one day and someone next to me said, you didn't sing Happy Birthday. I guess that's the length of time you're supposed to wash your hands. So I always remember that now.

[00:03:29.43] So before we talk about the how and when of health care, I want to be sure everyone on the call today knew about a couple of changes that SCAN has made regarding your copayments. We have waived your copayments for primary care visits and visits with outpatient behavioral health. And what that means-- those are psychologists, therapists, and the like. So if you normally had a copay for either of those types of care, you're now going to pay zero dollars for those appointments.

[00:03:59.90] So again, primary care visit-- zero dollars. This applies to in-person appointments, as well as those that are done over the phone or virtually. And you're going to hear a little bit more from Dr. Chong about that in a few moments. And just so you know, these changes are effective from July 1, 2020 through the end of the year, because we want to encourage you to get the care you need, including any mental health support.

[00:04:25.01] So Dr. Chong, let's now hear from you about some of the ways that Scripps is making it easier to get care, which you know is on top of everyone's mind now with COVID-19. So I mentioned virtual visits just a moment ago. Some members might know this as telehealth or telemedicine. But can you tell our listeners what Scripps offers in terms of virtual visits?

[00:04:49.50] ANTHONY CHONG: Yes. Thanks, Jill. I think this is one of the greatest developments out of the global pandemic with COVID-19. It took a pandemic for health care to change how we can take better care of our patient. Specifically at Scripps, we have enabled our physicians and our advanced care clinicians to take care of our patient via phone, via video messages, and video electronic means, like their portal or MyScripps app.



[00:05:24.39] What we have enabled our patients to do is to seek the care at the right place of service. If we can take care of our patient and keep them safely at home, we want to do that. So our physicians and our APCs, our Advanced Care Clinicians, can take care of a number of medical issues by a phone call or by a visit. And I would like to emphasize that if need be, we want you to be seen in person when it's necessary.

[00:06:00.88] JILL SELBY: Yeah. That's good to hear. I was going to actually ask you that question. So if someone does need to come in person, what is Scripps doing to keep patients feel safe on site?

[00:06:12.84] ANTHONY CHONG: Great follow-up. I think we really want to emphasize to our patient that we are taking health and safety for our patients and for our staff and our physician to the highest level. We have implemented regular cleaning of exam rooms after every visit. The waiting area are cleaned every two hours and a deep cleaning every night.

[00:06:39.06] We have removed extra chairs so that we can allow the six feet of physical distancing. And we've actually enabled something called curbside check-in, where you can minimize the amount of time you're waiting in the waiting area, so that we can get you into the exam room, get the care that you need, and be on your way as soon as possible.

[00:07:03.58] JILL SELBY: Yeah. I heard about that curbside check-in. I think it's really good. So you're saying people can wait in their car until it's time for them to come see the doctor? Is that what that means?

[00:07:13.99] ANTHONY CHONG: Yeah. I was just telling my wife this is a great feature that we have enabled on patient's MyScripp app. The way-- Hello Patient is the program that we are talking about-- works is the night before or the day of the appointment, a patient can check in electronically through their portal or through their phone using the MyScripps app.

[00:07:40.36] And once the patient arrives within 300 meters of the building, we will know that the patient has arrived, and we will let the patient know if their exam room is ready. Or if it's not, we will ask them to wait in their car so that they can have a safe environment to wait.

[00:08:03.76] Once the exam room is ready, we will send a message to the patient that exam room 5 is ready for you. And the patient will go directly to the exam room, bypassing the wait area. So I think this is one of the coolest developments in the technology age for health care.

[00:08:24.82] JILL SELBY: Yeah. No. That sounds really sophisticated. So for our listeners today, if you're starting to write notes, you probably want to write down this-- Hello Patient, just like saying hello-- Hello Patient curbside check-in. And you can probably find more out when you call Scripps.

[00:08:39.89] So let's talk about now, you know, you've given us a lot of information when someone comes in. Should patients be considering their annual checkups? Is it the right time for



routine appointments? Should members continue with preventive visits, meaning they don't have an immediate need, but it's just part of their active health care? Should that still happen?

[00:09:02.30] ANTHONY CHONG: This is a great question for all patients. You know, I think during the initial wave of the pandemic when everybody was asked to shelter at home, we put off a lot of preventative, a lot of routine appointments. But we're getting to the point where it's no longer in the best interests of patient to delay some of these routine appointments or care, whether it be a mammogram or a colonoscopy or blood work. These are essential to make sure that we do get the proper care for our patient.

[00:09:42.14] So I do recommend that you check with your physician to identify the right time frame for these preventative services. And we are doing-- similar to the waiting area-- everything we can to ensure your health when you go in for a mammogram or a DEXA scan.

[00:10:05.81] JILL SELBY: Yeah. So that's good advice. You know, my dad's a diabetic. And I know his primary care doctors told him, keep seeing the specialist. Keep going and getting your labs. And it sounds like you're encouraging the same thing as well.

[00:10:18.40] So let's talk about what if a member is due for a preventive screening? You just talked about mammograms a minute ago, because a lot of times those may not be done inside a direct Scripps facility. How are they kind of preparing for members coming in?

[00:10:36.55] ANTHONY CHONG: Great question as well on care. I mean, one of the things that we emphasize with any affiliated ancillary testing, whether it be mammogram or lab, is that we want to, at the end of the day, take care of our patient. For mammogram, the patient is scheduled for the appointment. And when the patient arrives, the test is done and then the machine is cleaned and sterilized as best as possible that we are required to do for safety reasons before the next patient arrives.

[00:11:18.52] For lab, we've actually encouraged scheduling an appointment for your lab draw, so that you don't have to sit around in a waiting area to get your blood work. And all of these opportunities to get your routine care but with safety in mind is what we're striving for.

[00:11:39.74] And I know that the follow-up to that is how can I get the results? We are pushing results or making results available to our patients as soon as we get the test result back. So that's available to patients on their MyScripps app as well.

[00:11:59.58] JILL SELBY: Excellent. Sorry for cutting you off there, but I'm just so impressed with everything that you guys are doing. So let's talk about-- a lot of that has to do with COVID care or routine care. Now, what about like urgent care? You know, you have cut your finger with a knife, or maybe you have an earache. What do members do if they need that same day care? Can you talk about the options at Scripps?



[00:12:23.19] ANTHONY CHONG: Sure. We've expanded our capability in this realm as well. We know that accidents happen-- hopefully, not cutting your finger. But if that happens, we're here to take care of you. We've enabled a on-demand video visit, where you can activate the HealthExpress Clinic for a simple situation. We have our urgent care that is open and available to see patients. And lastly, we have our emergency rooms that are available to see more the serious emergency situation.

[00:13:03.41] And I would say that our primary care physicians and offices are also available for urgent needs as well. I would recommend to anyone, including my family, that the first step to getting the urgent care or emergency care that you need is to access your primary care physician, because they may actually be able to take care of you over the phone or via video visit.

[00:13:31.08] JILL SELBY: Wow. That's good. So I picked up on the HealthExpress with another note I wrote down. You know SCAN has a telehealth benefit for all members, including everyone on this call today, offered through not Scripps, but through a company called MDLive. That is also another option for urgent care. It's available 24 hours a day, seven days a week for phone or virtual visits.

[00:13:54.88] You can do it over a computer or a smartphone. It's a zero dollar copay. These are calls with board-certified physicians. While they're not affiliated with Scripps, so that means you have to kind of give that information to your Scripps doctor if you need to share something, because they're not working together.

[00:14:12.09] But that's why we're really glad that Scripps has urgent care services available that Dr. Chong just spoke about. But again, the telehealth benefit through MDLive is a good option if your regular doctor isn't available. And I'll give you that number at the end of this call.

[00:14:27.55] You know, I can't hardly believe as I say this that it's almost the end of July, and we're already starting to hear about COVID's impact on the upcoming flu season. It seems that flu shots, Dr. Chong, are going to be more important than ever. Is that going to be the case?

[00:14:46.57] ANTHONY CHONG: You know, Jill, one of the takeaways from today I hope all of our listeners take with them is that if any other year, this is probably the year to get the flu shot. It is going to be critical. I told my mother-in-law that she needs to get a flu shot. I need to get a flu shot. My kids need to get a flu shot.

[00:15:10.82] Because flu symptoms are so similar to COVID-19 symptom, that while we do not have treatment for the coronavirus, we actually can do something about influenza. So it will be imperative that we get as much of our patient population to get the flu vaccine this year. So we at Scripps are trying to make sure that we're ready to provide the flu shot, so that there is no barrier to a patient who wants to get the flu shot to get one this year.



[00:15:51.50] JILL SELBY: Yeah. You know, that sounds great. We try to lead by example as SCAN employees. And SCAN also gives us as employees a free flu shot clinic, so I'll be ready for that myself.

[00:16:00.93] OK. So let's shift gears a little bit. As I mentioned earlier, SCAN not only waived copays for primary care visit, but we're waiving the copays for behavioral health visits. And this is a hard time for everybody, myself included. But how does a patient or a member know when it's time to get some mental health support?

[00:16:24.24] ANTHONY CHONG: You know, Jill, this is a very important question, important topic for me. I have seen this from my kids, my wife, myself, the stress of what COVID-19 is having on everybody. We don't have our usual contact with friends and family. My kids are out of school. We can't get together with friends for our usual social interaction.

[00:16:56.10] So we have seen an increase in anxiety and depression in patient and the community. So it is very important that people pay attention to what they're feeling. If you're feeling that you're having symptoms of depression, isolation, anxiety, I would encourage everybody to reach out to your primary care physician. They can refer you to a whole lot of support in the mental health arena. I've actually worked with one of our contracted mental health specialists to ensure that they're able to see our patient via telephone and video visit, so that we don't want any barriers to getting this kind of care for these symptoms for our patient.

[00:17:51.71] JILL SELBY: Wow. That's good to hear. I know sometimes it's hard to talk about that, but I've encouraged my parents to do the same. So I think you mentioned it earlier, but let me bring it up again.

[00:18:02.34] Members who sign up for the Scripps Patient Portal have easy access to virtual care through-- I think you called it MyScripps app. So what are the benefits, and can you tell us more, Dr. Chong, about how it works and how members can sign up?

[00:18:17.68] ANTHONY CHONG: Sure I love technology, so I don't mind talking about MyScripps. There's actually several ways to access our portal. Most smart devices, including your iPads, iPhones, tablet, are accessible to MyScripps. It's an app that you download from either the Google market or the app store on your iPhone. And it's called MyScripps.

[00:18:48.98] And you log on. Even if you don't have an account, you can register for one. If you prefer a laptop or a desktop, you can access it through the website, myscripps.org. The benefit of the application increases day to day. We are changing and adding new features. I mentioned the Hello Patient function.

[00:19:16.43] Patient can access their lab results. They can see their medication list and verify that it's the true medication that they're on. They can look at their immunization records and when they're due for their next health maintenance preventative screening.



[00:19:34.70] We've actually enabled patients to read their physician's note. Yes. Their full progress note as soon as you finish will be available for patients to read on the myscripp.org site. So it is a feature that we have been promoting.

[00:19:57.14] With the COVID-19, we've expanded our ability to provide virtual care. So we have something called a symptom checker. If you're not sure of your symptoms, and you want to guide it, walk through this symptom, you can use symptom checker to see is this a symptom that I need to be worried about?

[00:20:18.26] If it's something that I need to be seen, at what appropriate location should I be going? Should it be going to our HealthExpress Clinic? Should it be going to our primary care offices? Or is this truly emergent that I need to go to urgent care or the emergency room?

[00:20:35.93] The next feature that we talked about was the ability to do video visits, where you can talk to a health care provider via video. And then we've actually expanding the ability to track some of your chronic diseases or conditions, like blood pressure or blood sugar. So there is so much coming down the line onto MyScripp. If you're not on it, I definitely encourage you to get more information through your doctor's office or through the Scripps contact.

[00:21:15.15] JILL SELBY: Wow. That's really good. I know that I've found using an application from my medical group helps me remember what my doctor's telling me during the appointment. I won't always get it all when I walk out the door, but I can go back and read those notes, so that's really good.

[00:21:29.00] So I just want to talk about for a minute prescription medications, because we do get quite a few questions from our members about how to get refills, especially because everyone is being told to stay at home. So first topic-- I want to make sure if you haven't already taken advantage of it, you are aware that you can get a 90-day supply of your prescription medications. We recommend you do that, because you're not going to the pharmacy as often. So if you're taking notes, write 90 day.

[00:21:55.40] You can also use SCAN's mail order. This is where your doctor puts your prescription into our mail order company, Express Scripts and those get delivered right to your doorstep, so you don't even have to leave the house. So if you want to know more about that, you can ask us or your physician. And then also, many local pharmacies are offering additional services. Some of them are doing mail order, so you can check with your pharmacy.

[00:22:20.27] I noticed that my CVS right by my house does curbside pickup. You basically just call and tell them you're outside, and they put it in your trunk. Or some pharmacies actually have drive-through windows. So again, no need to go to the pharmacy every 30 days. There's a lot of things that you can do to keep you safe at home and still have those important medications.

[00:22:41.36] Another topic we get a number of questions about is COVID-19 testing. You can't watch news without hearing about it, Dr. Chong. So first, I want to remind members that you do



have a zero dollar copay for lab tests, and that applies to COVID-19 testing as well, as long as your doctor or another qualified health care professional orders the test.

[00:23:01.82] But Dr. Chong, if a SCAN member is experiencing symptoms that may be related to COVID-19, should they be tested, and what is the process for getting a test?

[00:23:15.00] ANTHONY CHONG: This is a great question that we are addressing day by day, Jill. What I would recommend for our SCAN patient, if they have symptoms at all, I think the first important step is to contact your physician's office, or call our COVID nurse hotline, and I'm happy to provide that later today, where a nurse can walk you through the symptom and evaluate whether you should be tested.

[00:23:44.01] What we're finding right now is with the shutdown there's a lot more limitation of testing supply. So testing may not be readily available for all asymptomatic patients. But if you're moderately, or you're having chest pain or shortness of breath, we definitely want to get that tested so that we know if you have the virus. But I would say to your question, the first step is contact the physician's office or the COVID nurse line.

[00:24:16.76] JILL SELBY: OK. That's really good advice. I've really tried to stay at home, but I have been to the store. And I got to tell you, I had a bunch of people staring at me when I sneezed, and my daughter's like, people are going to think you have COVID. But what if a member thinks they had contact with somebody who is diagnosed with COVID? What are the next steps? And what does being in contact mean?

[00:24:39.68] ANTHONY CHONG: Yeah. This is an excellent question. I was just explaining this to my friends today. So contact with someone who may have symptoms or may have been diagnosed is important, because we consider COVID-19 as community spread right now. You can potentially be exposed to anybody, because they may not have any symptoms.

[00:25:03.11] But if you are exposed to someone who has been diagnosed, we want you to monitor your symptoms. We want to make sure that you isolate yourself from family or loved ones while you're monitoring the symptoms so that you decrease the risk of spreading.

[00:25:22.67] It's important to do what we talked about at the beginning-- maintaining your social physical distancing, wearing your facial covering, washing your hands. If you start having symptoms, that's when I would encourage you to reach out to your physician or our COVID nurse hotline so we can walk you through the symptom.

[00:25:45.41] JILL SELBY: Yeah. That's really good. And along the same lines of testing, we're also hearing a lot about the antibody testing. And I know people want to get that, because they think they'll have some relief that they're sheltered from any future harm of COVID. But if a member thinks that he or she already had COVID, should that person get an antibody test?



[00:26:08.42] ANTHONY CHONG: At this time, I would not recommend getting the antibody test because the data that shows that it's not very useful. Many patients do not have a positive response. Or even if they have a positive response, we don't know if the antibodies will last. So I would recommend that our patients should not be getting this the antibody test.

[00:26:36.52] JILL SELBY: OK. That's good to hear. So gosh, I can't believe it. Time is flying. We're about out of time, and I do want to give you some important phone numbers and some other contact information. [00:27:29.52] So now, for that contact information. First, Dr. Chong, if a member wants information about the things you discussed, where do they find that?

[00:27:40.07] ANTHONY CHONG: Excellent. Thanks, Jill. For people who are on the internet, you can go to scripps.org/COVID19. You can call our nurse line for COVID-19 if you have symptoms. The nurse line is 888-261-8431. Again, that's 888-261-8431. For any other Scripps related question, you can call our call center as well at 1-800-SCRIPPS. And then, as I mentioned, you can download the MyScripps app on your phone or mobile device as well.

[00:28:28.27] JILL SELBY: Wow. You have a lot of access points, and I do have to compliment you. You speak so calmly about this. You're going to want everybody listening to you today to be their physician, so good job.

[00:28:39.07] I will say for questions about your benefits, or if you need other support outside of what you've heard today on this call, you can call SCAN. If you want to know about those telehealth benefits through MDLive that I spoke about earlier, the MDLive phone number is 1-800-- oh, excuse me-- 1-888-993-4087. They are open 24 hours a day, seven days a week. SCAN member services, which the number is on the back of every SCAN member ID card, but that number is 800-559-3500. We are open 8:00 AM to 8:00 PM, Monday through Friday.

[00:29:22.69] I'm not sure if anyone on this call has visited the SCAN Health Plan website, but we put lots of information up all the time. We regularly update it with COVID-19 information, try to be a good source of information for you. You just click the link at the red banner on top of any page. If you've not gone there, and if you have, I'll remind you it's www.scanhealthplan.com.

[00:29:49.27] So that's about it for our TeleTalk today. Thanks to all of you for listening. And Dr. Chong, a big thank you to you from Scripps. Thanks for joining us and sharing your experience and your expertise. Stay safe, everyone, and stay well, and thanks for being a SCAN member.