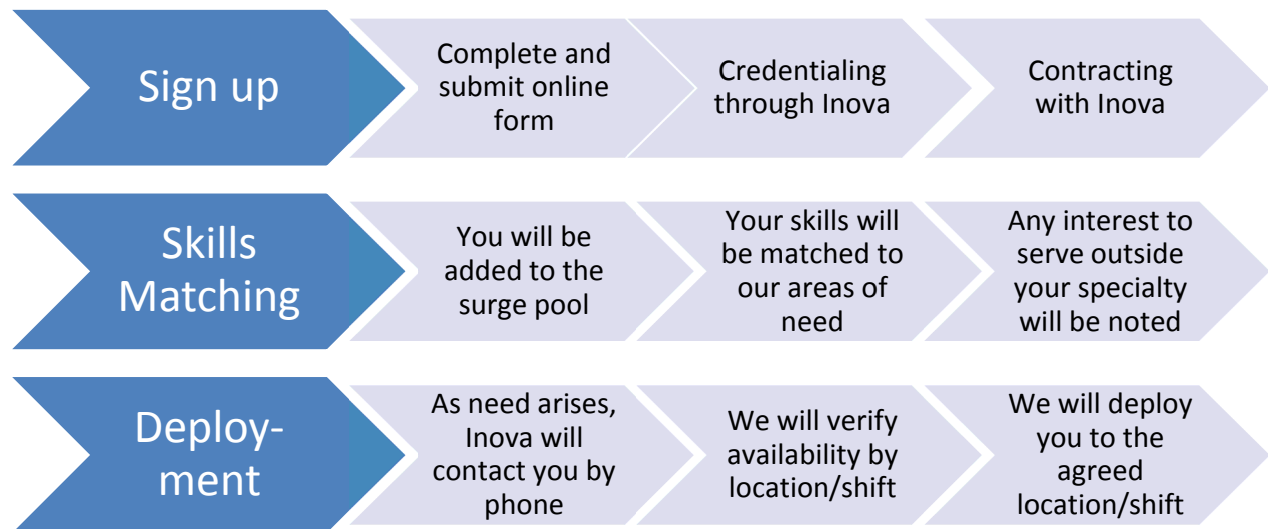


## Provider Surge Support

Inova Health System is seeking interested licensed physicians, advanced practice providers (APP) and certified registered nurse anesthetists (CRNA) to be part of a provider surge pool for inpatient care and telemedicine during the COVID-19 pandemic. The diagram below provides the overall process from sign up to deployment for all interested providers.



### Surge Support: Frequently Asked Questions

#### How can I sign up to help at Inova's care facilities during the COVID-19 pandemic?

If you are a licensed physician, an advanced practice provider (APP) or a certified registered nurse anesthetist (CRNA) who can assist in caring for hospitalized patients or provide telemedicine support, please sign up through [www.inova.org/physicianassistance](http://www.inova.org/physicianassistance).

#### I am not a physician - can I still sign up to help?

We are currently signing only physicians, advanced practice providers and CRNAs. Please contact your local community organizations for information regarding where and how you can help.

#### Am I able to sign up if I am unable to provide direct patient care?

Yes, you may sign up; however, our priority at this time is to credential and contract providers who can give direct patient care. As we expand our telemedicine program, we will begin credentialing/contracting providers for remote support. Please be aware that we will give priority to current Inova employees for telemedicine. For more information on telemedicine, please see the telemedicine section at the end of this document.

## **Are you only looking for providers in the Internal Medicine and Family Medicine specialties?**

No, providers of all specialties are welcome to join the surge pool. We will match your skills with the needs and deploy accordingly.

## **Do I need a contract to begin working?**

Yes, we will provide a *COVID-19 Surge Letter Agreement* to you as part of the sign-up process.

## **What is the credentialing process?**

Inova Centralized Credentialing will submit for expedited credentialing on your behalf.

## **What documents do I need to submit for credentialing?**

You will need to submit the following documents for emergency/disaster privileging:

- A valid government-issued photo identification issued by a state or federal agency (e.g., driver's license or passport) and one of the following:
  - A current picture ID from a hospital that clearly identifies professional designation;
  - A current license to practice;
  - Primary source verification of a license to practice;
  - Identification indicating that the individual is a member of a recognized state or federal organization or group specially organized to provide services in emergency occurrences and/or disasters;
  - Identification indicating you have been granted authority to render patient care, treatment or services in emergency occurrences and/or disasters by a federal state or municipal government entity; or
  - Identification by at least one current hospital or by a medical staff member attesting to the individual's ability to act as a licensed independent practitioner during a disaster;

Note: Inova Centralized Credentialing requires you to come in person for identity verification of your government issued valid ID, such as your driver's license or passport.

## **What is the compensation process?**

Physicians/APPs/CRNAs not currently employed by Inova will receive a standard, pre-approved hourly rate for services. These providers will submit an invoice to a designated party detailing the date and time of service.

Employed physicians/APPs/CRNAs who are floating to a different hospital or service line but who are not picking up additional shifts will be paid their standard rate through their normal cost center. Employed physicians who pick up additional hours or shifts that exceed their budgeted

hours will receive a pre-approved hourly rate for the bonus shifts they agree to cover. Please alert your timekeeper when you work bonus shifts for another department. The Physician Surge Support invoice team will work with your timekeeper to verify the correct rate and cost center for any bonus shifts.

**Will Inova provide malpractice coverage if I sign up or is my primary employer's policy expected to provide coverage?**

Credentialed and contracted physicians will have malpractice coverage through Inova.

**Am I eligible to work at a Virginia healthcare facility if I am not licensed to practice in Virginia?**

Non-Inova physicians/APPs/CRNAs without a VA license do not need to be licensed to practice in Virginia. *Executive Order 42 from the Virginia Governor allows non-Virginia licensed providers to work under emergency circumstances.*

**What Electronic Medical Record does Inova use?**

Inova uses Epic. If you are not a current Epic user, you will be asked to complete a short Epic-training module or an Epic competency test.

**What does Epic-training entail?**

Once initial verification through credentialing is complete, you will be referred automatically for a Healthstream (Inova Learning Management System) account. Once the account is active, you can complete the Inpatient Provider Modules. It takes approximately 2 hours to complete this training. Once you have passed the competency test, Epic Security will issue your access. It takes about 24 hours from when you pass the test to receive your Epic access information.

If you previously had Epic training with Inova, you do not have to repeat it. However, we recommend that you go through the course to familiarize yourself with our current system configuration.

**Do I have the option to work at a specific facility?**

Yes, indicate which facility on the intake form.

**Will there be any flexibility around scheduling?**

We recognize that providers who signed up with us may be engaged in other work. As needs arise, Inova will contact you by phone to verify your availability. We will use the location and care preference you have already provided. When we call to schedule you, we appreciate any updates you can give us on your existing schedule.

**Telemedicine Process**

We are proactively identifying providers for telemedicine support. We expect the need for this type of support to increase along with our case load, so we welcome providers who are

interested. If you register for telemedicine, please be aware that it may be some time before we need your help. We will prioritize current Inova employees and those already familiar with Epic.

We anticipate having telemedicine capability at all sites. Telemedicine providers will need to be available to onsite clinical staff to conduct intake interviews, review charts and place orders as needed.

At present we envision that remote providers will provide the following types of support:

Consultations for Inpatient Care Via Phone: If onsite clinical staff are not immediately available for consultation, the nurse may reach out to a remote, on-call provider for a phone consultation. The remote provider may help with placing a medication order, acknowledging receipt of critical laboratory results and providing appropriate orders or providing other care guidance. \*This is expected to be the primary role we will be filling for telemedicine support\*

Support from Providers with Epic Access: Providers may remotely access the patient chart in Epic and help with chart review, progress notes and orders.

Inpatient Telemedicine Capability: Vidyo iPad carts are currently available on units for providers to conduct video visits with inpatients. Providers are able to access VidyoConnect remotely through Citrix. This technology allows two-way audio and one-way visual communication. At this time, Vidyo consults are only for use by providers located within Inova sites of care. However, we may have the ability to use Vidyo for remote consults as our experience with the technology increases.

If you have additional questions please contact the Department of Medicine at: 703-776-2556.

5.11.20