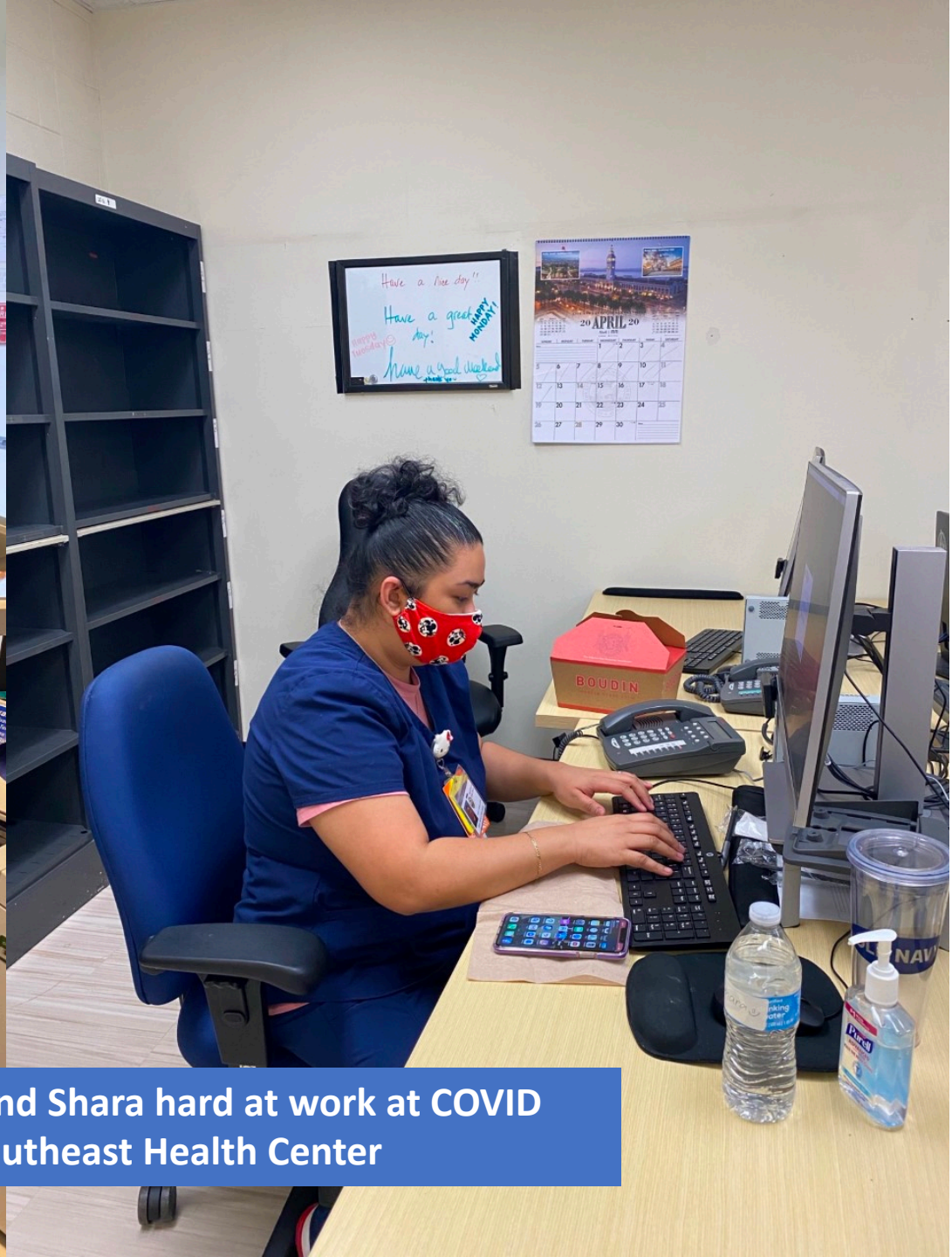
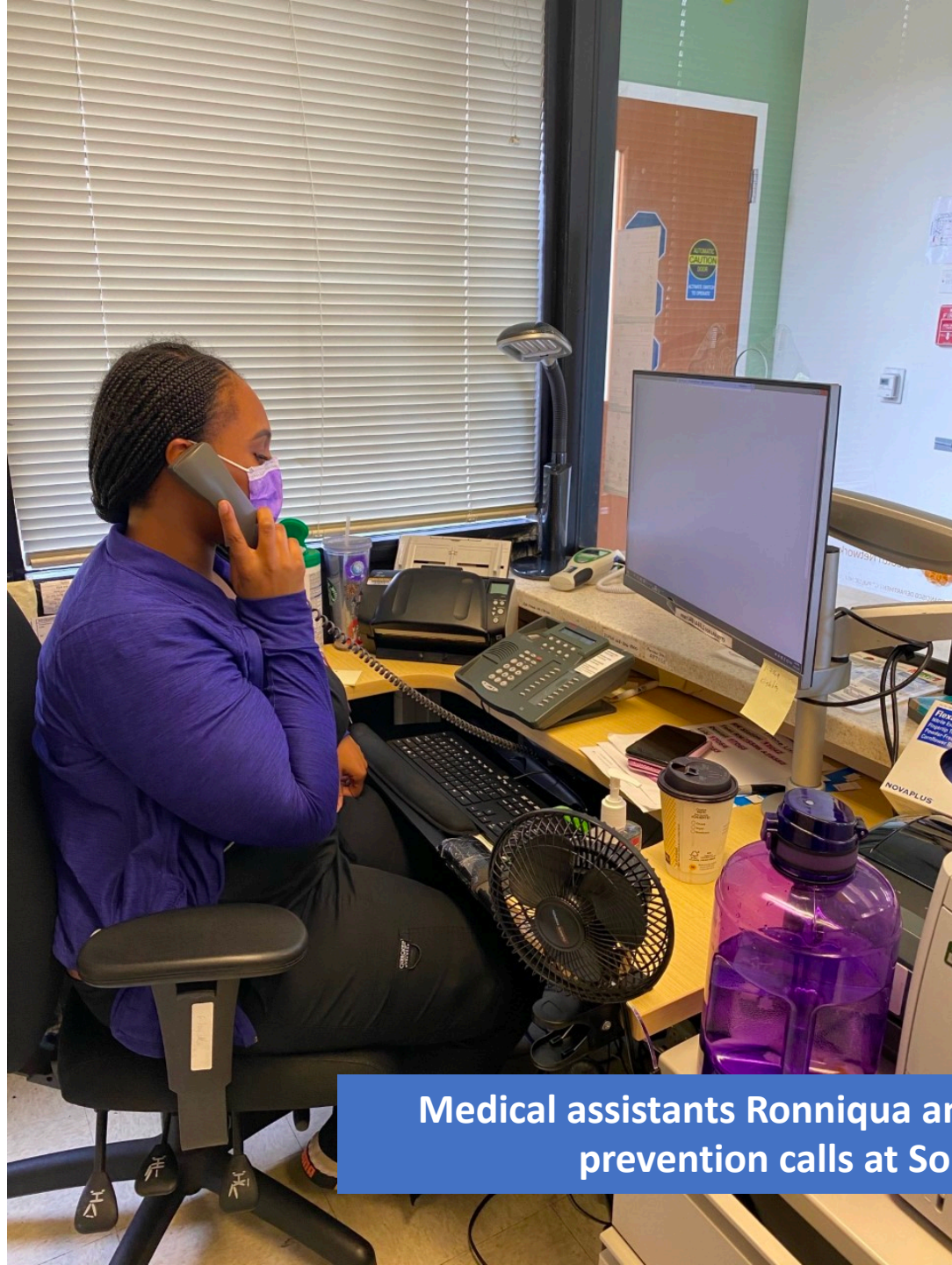


# San Francisco Health Network

## COVID prevention outreach

- Goal: reduce in-person care utilization during stay at home order while employing telehealth to optimize cardiovascular care for vulnerable patients
- Identified patients at high risk for COVID using chronic disease registries
  - Wave 1: heart failure, poorly controlled diabetes, HIV, asthma, COPD
  - Wave 2: immune compromise, chronically ill kids, warfarin
  - Wave 3: serious mental illness, prenatal
- Medical Assistants and other staff called patients, educated them about COVID prevention, asked about chronic disease symptoms, offered medication refills, food resources, and a visit with PCP
- ~6000 patients contacted out of 14,000 across 13 clinics in wave 1 since March 15th



Medical assistants Ronniqua and Shara hard at work at COVID prevention calls at Southeast Health Center