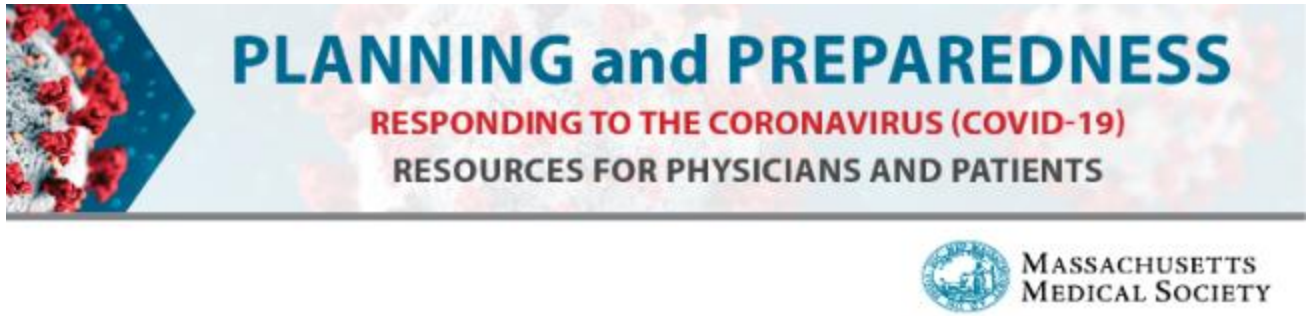


If you're not already a subscriber, [sign up](#) to receive *Planning and Preparedness*.



April 29, 2020

Dear reader: Please note that beginning this week, the Planning and Preparedness newsletter will be sent on Mondays and Wednesdays, unless there is urgent news or information that warrants sending immediately. We thank you for reading and suggest you follow the Massachusetts Medical Society on [Twitter](#), [Facebook](#), [LinkedIn](#), and [Instagram](#) and check our dedicated [COVID-19 resource page](#) frequently.

MMS Programs & Projects

Dr. Bombaugh addresses patients in new video, emphasizes need to continue medical care

As we practice containment measures on novel coronavirus, it's important that your patients know you are there for them and that their health needs deserve attention—related to COVID-19 or not. In this new video address, MMS President, Dr. Maryanne Bombaugh, urges patients to seek medical care and contact their physician about any physical, mental, or emotional health concern. [Watch here »](#)

Dr. Bombaugh was also featured in a recent MassLive editorial about caring for all patients during the COVID-19 outbreak. [Read more »](#)



What are you grateful for? – Send your photo submission to the "MMS From the Heart" video project

With our frontline workers fighting to curb coronavirus in Massachusetts and across America, the MMS is developing a video and social media project to capture this moment in history and remember the goodwill during this period, despite the trying circumstances.

To participate, please submit a photograph of yourself with a written message describing what you are grateful for or a message of hope or thanks, as shown above, to mmsfromtheheart@mms.org.

Public Health

Thursday webinar: Maximizing the Battelle N95 Decontamination System for your PPE needs

Join the Massachusetts Health & Hospital Association from noon to 12:30 p.m. Thursday, April 30 for a webinar to learn how to best leverage the Battelle N95

Decontamination System to maximize the safe reuse of PPE in your hospital. The Battelle system, which uses FDA-approved N95 decontamination technology, is currently located in Somerville and hosted by Partners HealthCare. The system can decontaminate up to 80,000 masks per day. We will review how the Battelle system functions, as well as how health care systems can most effectively make use of the system from a logistical and operational standpoint with a focus on in-hospital processes for collection, labeling, and redistribution.

During the webinar, Phil Licari, Partners HealthCare Vice President for Operations, and Danielle Le Hals, MPH, Executive Administrative Director of the Massachusetts General Hospital (MGH) Department of Radiation Oncology, will share their experiences on how to best use the Battelle system for optimal PPE decontamination and safety results. To register, [click here](#).

Practice Management

Telehealth patient engagement

Telehealth visits can only truly be successful when patients are empowered to use them. Ensure that they are prepared through a patient-centered approach to engagement and education. As you plan to tell patients about the program, be prepared to answer questions about appropriate use, scheduling, accessing the platform, and appointment expectations. Communicate a clear value proposition at multiple touchpoints to drive awareness and excitement. The documents linked below will provide insight and information.

- [Telehealth Patient Introduction](#)
- [Telehealth Patient Education Flow](#)
- [Patient Take-home Prep Sheet](#)

For more, consult the AMA's [Telehealth Implementation Playbook](#).

Guide to managing a practice's employee costs

As the COVID-19 pandemic continues, physician practices are likely to confront unprecedented operational and business challenges. For practice owners, difficult decisions regarding cost management are likely to be required. The largest cost of physician practices is often labor, which includes costs related to employee wages, benefits, payroll and related taxes. The AMA released a Physician Practice Employee Costs guide that contains information about redeployment, outside activities, compensation changes, workforce reduction, benefit modifications, legal compliance, and stimulus relief considerations. [Click here](#) to download.

MMS In The News

Are health care professionals “ostracized” out of fear of infection? Share your thoughts with Boston Magazine

A reporter from [Boston Magazine](#) is writing a piece on health care professionals who have experienced the feeling of being ostracized because people in the community fear those who are in frequent contact with patients may be more likely to spread COVID-19. Possible examples may include a doctor who's been accosted for wearing scrubs at the grocery store, faced backlash from family members who aren't taking their advice about precautions seriously, or whose neighbors may be too frightened to say hello. If interested in sharing your story – identities can be protected, if necessary – please contact MMS media relations manager Tom Flanagan at tflanagan@mms.org. The reporter would like to conduct interviews by 6:00 p.m. Thursday.

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