



REBUILDING TOGETHER

A Guide for Health Care Providers





REBUILDING **TOGETHER**

First, thank you. We know you are on the front lines of care. We truly appreciate your dedication to delivering vital care to our families, friends, and neighbors.

As stay-at-home directives are being gradually lifted, the country is starting to rebuild. The full impact from COVID-19 on your practice and patients—from continuing supply shortages to keeping your staff safe to how care will be delivered—is still unknown.

During this uncertain time, we are here for you. As you navigate how to rebuild and adjust your practice to the post-pandemic circumstances, we know that you are concerned for the health of your patients and the health of your business.

We know that your goal—delivering the highest quality care for enhanced patient outcomes, while maintaining a thriving business—remains the same. That's why we developed this guide as a central location containing information, products, solutions, and other resources to support your practice's strategy amid the COVID-19 pandemic and beyond.

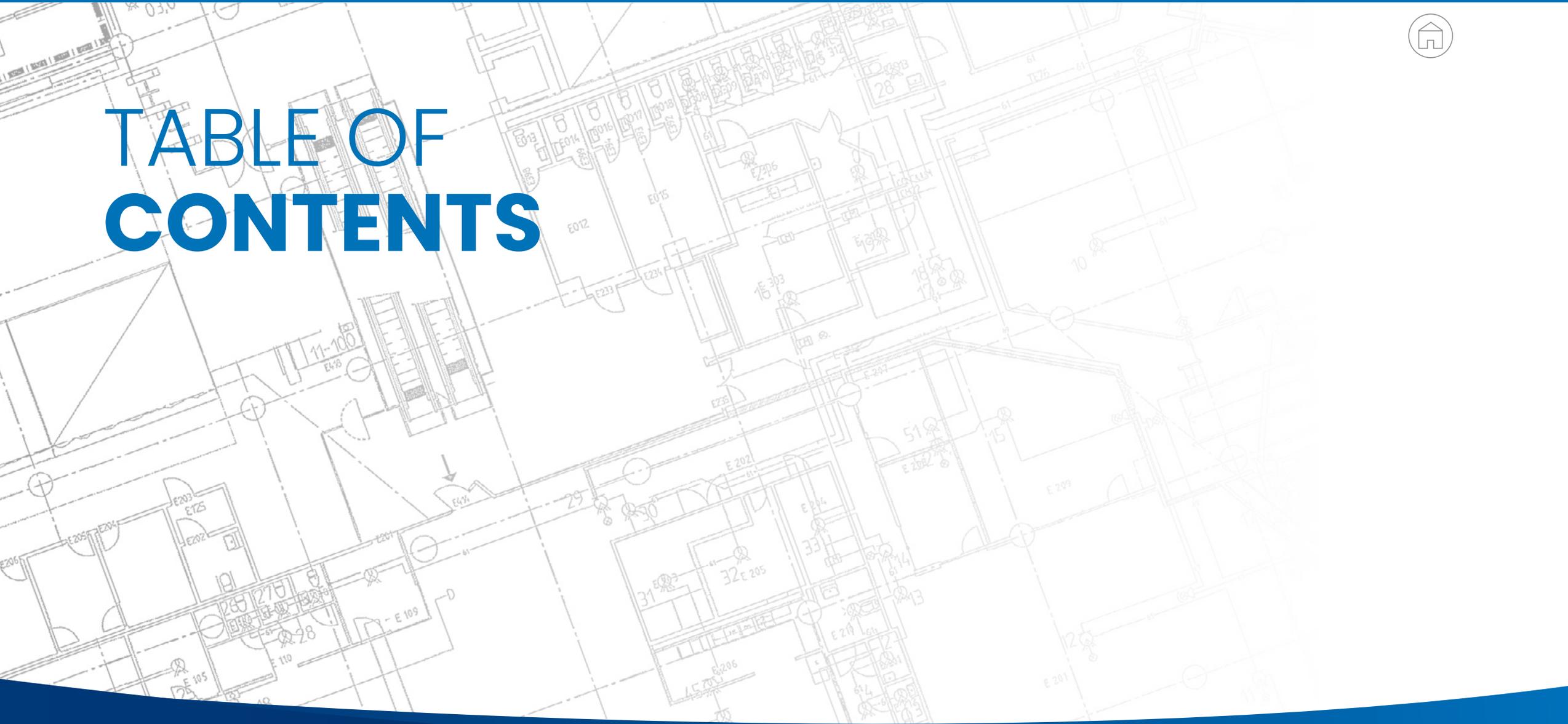
In this guide you'll find:

- ▶ The White House's Gating Criteria for Reopening
- ▶ CMS' Guidelines for Reopening Health Care Facilities
- ▶ Products and Solutions to Help You Meet CMS' Guidelines
- ▶ Options for Virtual Care
- ▶ Available Financial Assistance

LET'S REBUILD, TOGETHER.



TABLE OF CONTENTS





GATING CRITERIA FOR REOPENING

The Federal Government has announced three criteria related to the prevalence, incidence and capacity for treating COVID-19 in order to determine if your locality is ready to reopen. Of note is that states and local governments have their own guidance on when it is safe to reopen. This guidance may include additional requirements for reopening.*

PROPOSED STATE OR REGIONAL GATING CRITERIA FOR REOPENING



SYMPTOMS

Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period

AND

Downward trajectory of COVID-like syndromic cases reported within a 14-day period



CASES

Downward trajectory of documented cases within a 14-day period

OR

Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)



HOSPITALS

Treat all patients without crisis care

AND

Robust testing program in place for at-risk healthcare workers, including emerging antibody testing

Find out more about the state preparedness responsibilities around testing, health care system capacity and more.

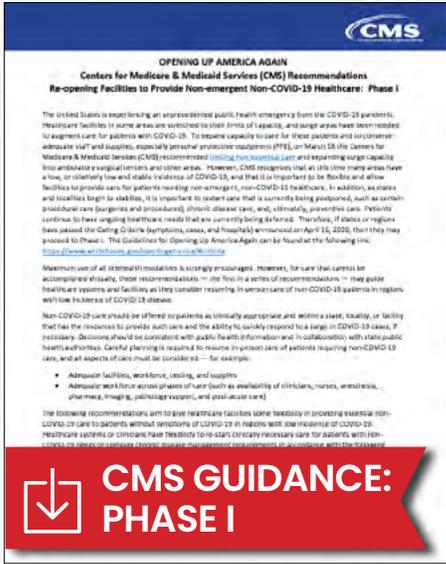
GUIDELINES FOR REOPENING

The Centers for Medicare & Medicaid Services (CMS) published Recommendations Reopening Healthcare Facilities to Provide Non-emergent Non-COVID-19 Healthcare: Phase I in April 2020.

“ According to CMS, “...if states or regions have passed the Gating Criteria (symptoms, cases, and hospitals) announced on April 16, 2020, then they may proceed to Phase I.”*

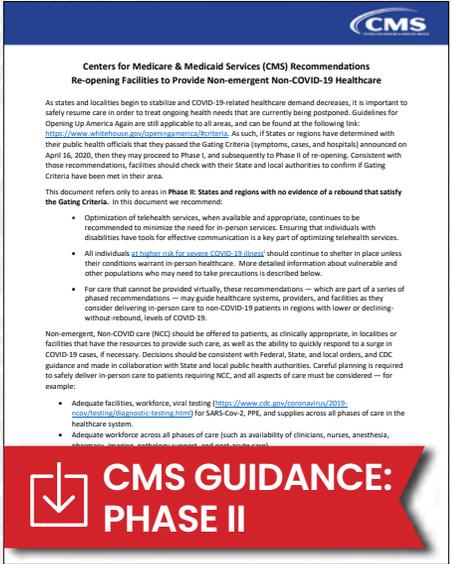
In accordance with CMS Phase I Guidelines, Henry Schein has outlined specific products and solutions to support you as we rebuild together:

- ▶ General Considerations
- ▶ Personal Protective Equipment
- ▶ Workforce Availability
- ▶ Facility Considerations
- ▶ Sanitation Protocols
- ▶ Supplies
- ▶ Testing Capacity



CMS GUIDANCE: PHASE I

(released 4.19.20)



CMS GUIDANCE: PHASE II

(released 6.8.20)

* Source: CMS Opening America Re-opening Non-emergent HC



GENERAL CONSIDERATIONS

“ According to CMS, within the ‘general considerations’ category guidance, “Consider establishing Non-COVID Care (NCC) zones that would screen all patients for symptoms of COVID-19, including temperature checks.”*

Implementing temperature checks and a series of screening questions can help to determine a patient’s risk for Covid-19. Health care facilities should also have a routine screening and testing strategy for their on-site staff.

Temperature Checks

Temperature checks for both patients and staff will continue to be important during this time.



**Thermometer Non-Contact
Infrared IR300**
◀ **Item#: 137-8300**

As our inventory for screening products may vary we recommend contacting your Henry Schein Representative for updates on these items.



For more information about our COVID-19 screening products:

-  Visit henryschein.com/medical
-  Call 1-800-P SCHEIN
-  Contact your Henry Schein Medical Representative



PERSONAL PROTECTIVE EQUIPMENT

“ According to CMS, “staff should utilize appropriate respiratory protection and every effort should be made to conserve personal protective equipment.”*

PPE SUPPLY STATUS

N95 DECONTAMINATION SYSTEMS

FACE SHIELDS

We are still experiencing higher than normal demand globally for infection control products like PPE. We are doing everything we can to procure product from existing sources and to find alternative sources of supply. We are hopeful there will be additional supply of PPE in the market in the coming weeks and increasing steadily thereafter, assuming no impact from governmental restrictions or further increased demand.

Our primary focus is ensuring our customers – physician offices, hospitals, and other health care institutions – have the supplies they need to focus on delivering patient care. We always put our customers first, and are working as quickly as possible to get practices back up and running.

Products experiencing high demand and shortages

- bouffant caps
- N95 Respirators
- face masks
- hand sanitizers
- isolation gowns
- jacket and lab coats
- shoe covers
- surface disinfectant wipes

Products experiencing high demand

- alcohol prep pads
- blood infusion sets
- face shields
- gloves
- IV solutions
- IV extension sets
- nasal cannulas
- protective eyewear
- pulse oximeters
- respiratory equipment
- stethoscopes
- thermometers

Please connect with your Henry Schein Medical consultant for updates on restricted and rationed items.

PERSONAL PROTECTIVE EQUIPMENT *(continued)*



“ According to CMS, “staff should utilize appropriate respiratory protection and every effort should be made to conserve personal protective equipment.”*

PPE SUPPLY STATUS

N95 DECONTAMINATION SYSTEMS

FACE SHIELDS

N95 MASK DECONTAMINATION (RH-N95 DECONTAMINATION SYSTEM)

The RH-N95 Decontamination System decontaminates N95 Respirator Masks for multiple use. **It can be used to decontaminate a single mask up to 20 times.**



CPAC N95 Decontamination
Item#: 615-0059 ▶





PERSONAL PROTECTIVE EQUIPMENT (continued)

“ According to CMS, “staff should utilize appropriate respiratory protection and every effort should be made to conserve personal protective equipment.”*

PPE SUPPLY STATUS

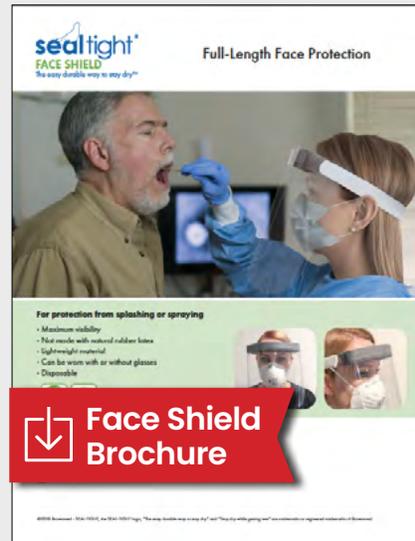
N95 DECONTAMINATION SYSTEMS

FACE SHIELDS

FACE SHIELDS

Seal Tight Face Shield is a full-length, disposable shield that protects from splashing or spraying.

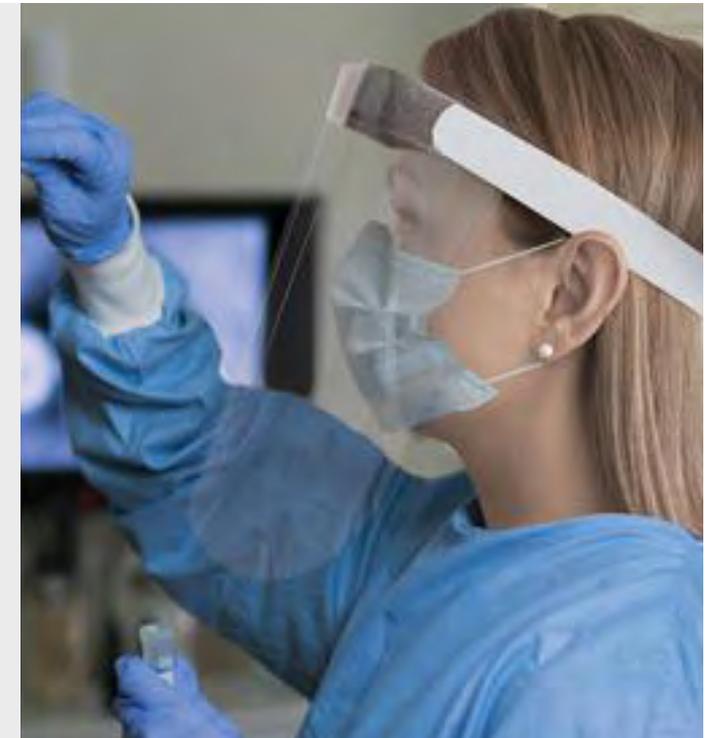
- Maximum visibility
- Not made with natural rubber latex
- Lightweight material
- Can be worn with or without glasses
- Disposable



Seal Tight Face Shield

Item#: 137-9683 ▶

9L x 13W
25 per bag



WORKFORCE AVAILABILITY



“ According to CMS, “Staff should be routinely screened for symptoms of COVID-19 and if symptomatic, they should be tested and quarantined... Staffing levels in the community must remain adequate to cover a potential surge in COVID-19 cases.”*

talentcare

Have you experienced any staff attrition during this stressful time?

Henry Schein offers **TalentCare** to help you build outstanding teams – from clinical to non-clinical health care roles, and front line staff to executives.

Let TalentCare help you with:

- Employment branding
- Hiring and Recruiting
- Furlough Management

Why TalentCare?





FACILITY CONSIDERATIONS

“ According to CMS, “Within the facility, administrative and engineering controls should be established to facilitate social distancing, such as minimizing time in waiting areas, spacing chairs at least 6 feet apart, and maintaining low patient volumes.”*

ONLINE SCHEDULING



PORTABLE TRIAGE CENTERS



Pre-Arrival “No Contact” Patient Scheduling & Intake

Yosi is a pre-arrival patient intake and registration system that eliminates wait times, improves the patient experience and may increase financial results by engaging patients throughout their entire care journey. Yosi provides a digital patient scheduling, registration, payment and communication solution.



What is Yosi Health?
Yosi is a pre-arrival patient intake and registration system that is streamlining wait times, improving patient experience and increasing financial results for your health services and better care centers by engaging patients with digital care solutions. (CMS, CDC and AHA)

The only way to improve waiting room throughput is to get patients to complete everything needed prior to arrival.

Benefits of Yosi Health:
Case Control fees savings realize an ROI of \$20k to \$40k per provider per year.

Yosi is:

- Reducing Wait Times by 25%
- Reducing Phone Calls by 75%
- Reducing Payments by 85%
- Reducing Check-in time by 50%
- Increasing Satisfaction scores by 20%

See results immediately

How does it work?

1. Schedule appointments
2. Patient registration
3. Patient check-in
4. Payment & registration

Integrate with your EHR

Automate your office workflow
By streamlining check-ins, payments, and scheduling.

Yosi is 100% customizable
Fully aligns to your services, capabilities and times.

Generate additional revenue
By offering a variety of services and services for providers and patients.

Reduce operational costs
By streamlining check-ins, payments, and scheduling.

Dr. Joshua Moroni, M.D.
The "top" physician in the country and a leader in patient experience, Dr. Moroni has implemented Yosi Health at his practice, resulting in a 25% reduction in wait times and a 75% reduction in phone calls.

DOWNLOAD BROCHURE

Dr. Clifford Brown, M.D.
Strong & Smiley, a part of Henry Schein

See US: 800-737-6161 | info@yosihc.com | www.yosihc.com

FACILITY CONSIDERATIONS *(continued)*



“According to CMS, “Within the facility, administrative and engineering controls should be established to facilitate social distancing, such as minimizing time in waiting areas, spacing chairs at least 6 feet apart, and maintaining low patient volumes.”*

ONLINE SCHEDULING



PORTABLE TRIAGE CENTERS



Have you considered setting up triage tents to limit patients coming into your facility and to protect staff?

Medpod Portable Triage Centers are transforming frontline care entire care journey.



SANITATION PROTOCOLS



“ According to CMS, “Ensure that there is an established plan for thorough cleaning and disinfection prior to using spaces or facilities for patients with non-COVID-19 care needs.”*

ROOM DISINFECTION

DISINFECTANT SUPPLIES



Diversey MoonBeam™ - delivers powerful UV-C light to provide fast, on-demand broad area disinfection of high-touch surfaces in as little as 3 minutes.

DOWNLOAD SPEC SHEET

5.99% FINANCING!
NO PAYMENTS FOR 6 MONTHS

8 Months at \$0
Followed by your choice:

56 Months at \$123.84/mo
 60 Months at \$123.84/mo

DOWNLOAD FINANCING FLYER



Bovie® VidaShield™ – Reduce infection rates by up to 57% with the VidaShield™ UV24.

DOWNLOAD SELL SHEET

Bovie UV24LED
Item#: 131-6016

Bovie UV24FL
Item#: 131-6075

Bovie UV24NL
Item#: 131-6021





SANITATION PROTOCOLS *(continued)*

“ According to CMS, “Ensure that there is an established plan for thorough cleaning and disinfection prior to using spaces or facilities for patients with non-COVID-19 care needs.”

ROOM DISINFECTION

DISINFECTANT SUPPLIES

Surface disinfectant wipes and hand sanitizers remain among the products for which we are experiencing unusually high demand and shortages. **Please continue to connect with your Henry Schein Medical consultant for updates related to restricted and rationed items.**

Surgically Clean Air's JADE Air Purifier is a Medical Grade Air System

- Removes dust and pollen that affects allergies
- Kills germs and viruses that make people sick
- Eliminates odors and VOCs that irritate people
- Re-energizes stale indoor air to make breathing easier and leave you feeling more energized

Surgically Clean Air's
JADE Air Purifier

COMING
SOON!



SUPPLIES



“ According to CMS, “Adequate supplies of equipment, medication and supplies must be ensured.”*

MEDICAL SUPPLIES

POINT-OF-CARE TESTING

Henry Schein has built a comprehensive medical product portfolio that includes over 190,000 national brand, generic, and Henry Schein brand products to address your **medical/surgical, equipment, laboratory** (physician office and clinical), and **pharmaceutical**, needs. During this time the global supply chain is under extreme stress and is facing shortages of certain products. Henry Schein continues to work around the clock to source high-quality products for which the demand is exceptionally high. We encourage you to stay in contact with your Henry Schein Representatives for specific product, equipment or pharmaceutical information.

We are focused on your quality care initiatives—from prevention to diagnosis to treatment.



* Source: CMS Opening America Re-opening Non-emergent HC

SUPPLIES



“ According to CMS, “Adequate supplies of equipment, medication and supplies must be ensured.”*

MEDICAL SUPPLIES

POINT-OF-CARE
TESTING

Point-Of-Care Testing (POCT)

With the rising implementation of point-of-care testing (POCT) in medical facilities, physicians can now offer patients real-time, lab-diagnostic test results. Henry Schein’s POCT portfolio options, including those for COVID-19, can help increase your lab’s efficiency, thus providing you with the timely results you need for effective decision-making. Visit us to learn more about our POCT portfolio:



* Source: CMS Opening America Re-opening Non-emergent HC



TESTING CAPACITY

“ According to CMS, “All patients must be screened for potential symptoms of COVID-19 prior to entering the NCC facility, and staff must be routinely screened for potential symptoms.”*

In collaboration with our diagnostic partners, we offer a wide array of diagnostics specific to COVID-19. For information about our COVID-19 Test portfolio contact your Henry Schein Representative.

COVID-19 Testing At-A-Glance:



MOLECULAR TEST (early stage of infection)

- Identifies the virus before and during early onset of symptoms (days 1-7); however, accuracy falls after the first 7-10 days
- Test performed with a nasopharyngeal swab
- Requires an offsite lab or an expensive piece of equipment; timing varies by manufacturer



RAPID ANTIGEN TEST (early to mid-stages of infection)

- Identifies the virus after symptoms have started (or should have started, if asymptomatic) between days 5-10, but declines in sensitivity after around 2 weeks
- Test performed with a nasopharyngeal swab
- Simple to use at the point of care



RAPID ANTIBODY TEST (blood/serology) pinprick test (mid- to late-stages of infection)

- Can be administered as early as 5 days after symptoms have developed (around days 10-15), and thereafter, in an appropriately authorized point of care setting
- Fingerstick test is performed by a healthcare worker in an appropriately authorized point of care setting, and delivers results in 10 - 15 minutes
- Tests for two types of antibodies produced to fight off the virus: IgM (produced early, and goes away) and IgG (produced later, and is generally long-lasting)



VIRTUAL CARE

Virtual care includes telehealth, remote patient monitoring and more.

“ According to CMS, “Maximum use of all telehealth modalities is strongly encouraged...”*

TELEMEDICINE



REMOTE PATIENT MONITORING (RPM)



CLINICAL DECISION SUPPORT (CDS)



Telemedicine – while not suitable for every patient encounter – can reduce the need for in-person exams. Telemedicine enables your patients to see you remotely, reducing the risk of exposure for both clinicians and patients.



Medpod is a telemedicine platform that comes in highly versatile configurations ranging from a video visit only version to units equipped with diagnostic tools.



* Source: CMS Opening America Re-opening Non-emergent HC



VIRTUAL CARE *(continued)*

Virtual care includes telehealth, remote patient monitoring and more.

“ According to CMS, “Maximum use of all telehealth modalities is strongly encouraged...”*

TELEMEDICINE



REMOTE PATIENT
MONITORING (RPM)



CLINICAL DECISION
SUPPORT (CDS)



What is RPM? The use of digital technology to monitor a patient’s health remotely.



Anytime Anywhere Chronic Care

This Medpod RPM solution enables improved care while reducing health care delivery costs. Consistent monitoring improves an individual’s quality of life by allowing their provider to monitor trends and provide early detection of health issues.



* Source: CMS Opening America Re-opening Non-emergent HC



VIRTUAL CARE *(continued)*

Virtual care includes telehealth, remote patient monitoring and more.

“ According to CMS, “Maximum use of all telehealth modalities is strongly encouraged...”*

TELEMEDICINE



REMOTE PATIENT
MONITORING (RPM)



CLINICAL DECISION
SUPPORT (CDS)



VisualDx is a web-based, clinical decision support system designed to enhance diagnostic accuracy, aid therapeutic decisions, and improve patient safety.

Combining Clinical Decision Support (CDS) technology with telehealth will further allow practices to provide the right care for their patients, in the right care setting, at the right time.



FINANCIAL ASSISTANCE



Henry Schein is committed to providing additional resources and flexible solutions for customers during this difficult time.

Henry Schein has a variety of financial options to help manage cash flow during these challenging times including, merchandise financing and working capital loans. We have a newly announced financing program that allows you to refinance existing business debt and secure additional funds to help operate your practice.

LEARN MORE ABOUT HENRY SCHEIN FINANCIAL ASSISTANCE PROGRAMS INCLUDING THE TERMS AND CONDITIONS.



PATIENT ENGAGEMENT

MOBILE BILL PAY



CueSquared MobilePay™ allows you to limit staff and patient exposure, increase patient revenue, accelerate payments and reduce costs to collect. CueSquared changes the expectations of patient self-pay billing by accessing patients where they live – on their mobile phones.

Practice Name: Cambridge Med Summary - SMS and Statements
Date Range: Jun 1, 2018 - Jun 30, 2018

SMS Messages sent during selected dates					Statements with activity during selected dates				
Sent	Delivered	Undelivered	Opted Out	No Mobile Email	Statements	Viewed	Paid	Paid (of Viewed)	
35,112	34,035	3.1%	3.6%	5.4%	19,260	52.8%	18.2%	34.1%	

MobilePay Collection Scorecard (from date of first MobilePay SMS)										
<= 1 d	2-3 d	4-6 d	7-13 d	14-30 d	31-45 d	46-60 d	61-90 d	91-120 d	>120 d	Total
1,835	1,032	430	1,262	1,118	287	143	29	57	0	6,194
\$54,436	\$30,761	\$22,753	\$39,322	\$24,698	\$9,850	\$4,915	\$1,892	\$1,638	\$0	\$189,235
0-13 days Payments Total										\$147,272

Payments by Aging (from Date of Service)					
<= 30 d	31-60 d	61-90 d	91-120 d	>120 d	Total
659	2,504	1,845	527	659	6,194
\$25,167	\$69,337	\$48,398	\$8,228	\$42,106	\$189,235

CUE²: Mobile Bill Pay for Patients

40%

WATCH NOW!

24 HOURS





PRACTICE MARKETING



PATIENTPOP

PATIENTPOP builds a prominent web presence that improves search engine results for healthcare practices allowing them to reach more patients across web and social media channels.

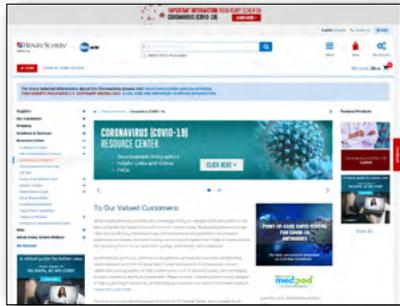
PATIENTPOP delivers:

- an all-in-one growth platform that's HIPAA-compliant and delivers measurable results
- builds high-performing websites, engaging social media posts, blog content and more
- proactively manages a healthcare practice's online reputation
- modernizes the patient experience by converting web searches into scheduled appointments





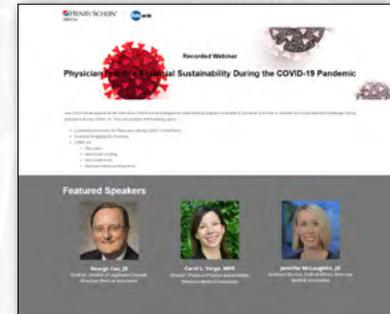
RESOURCE CENTER



HENRY SCHEIN CORPORATE RESOURCE CENTER



WEBINAR SERIES:
Leading Through Crisis: Supporting your workforce and shoring up staff resiliency during COVID-19



WEBINAR SERIES:
Physician Practice Financial Sustainability During the COVID-19 Pandemic



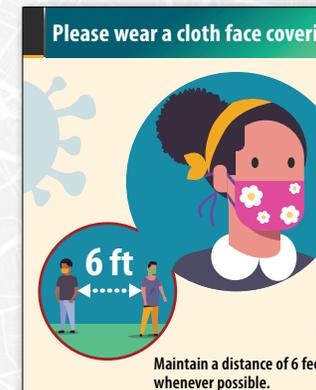
REIMAGINING CARE DELIVERY eBook

For more information about our product and solution portfolios:

-  Visit henryschein.com/medical
-  Call 1-800-P SCHEIN
-  Contact your Henry Schein Medical Representative



CDC RESOURCES & HEALTHCARE CONSIDERATIONS FOR PPE



CDC PRINT-READY RESOURCES