



Las Vegas Metropolitan Police Department

*** New COVID-19 Testing Process For LVMPD Employees***

Priority:

Alert | Normal Priority

Title:

*** New COVID-19 Testing Process For LVMPD Employees***

Body:

We now have a dedicated COVID-19 testing process for all LVMPD employees. Recognizing that our employees' wellbeing is critical during this time, Sheriff Lombardo has ensured that every LVMPD employee, regardless of the type of insurance normally used, will be able to use the virtual NowClinic through OPTUM Care for COVID-19 related symptoms/testing if needed. As LVMPD employees, if we call the NowClinic due to having symptoms related to COVID-19, there is a special Coupon Code (METRO) that must be entered, which allows OPTUM Care to bill LVMPD directly for the service-to include the actual COVID-19 testing. Please understand, that at a later date, each individual's insurance may be billed for the use of this service.

There are a few stipulations to this process:

- Employees must still call Health and Safety to report they are symptomatic and in need of a test in conjunction with using the NowClinic
- Only LVMPD employees can use this service-any employee who needs assistance with family members who are symptomatic can call Health and Safety for other options
- If it is decided during the virtual visit with the physician using NowClinic that an employee requires a COVID-19 test, the employee will be directed to one of three locations here in town. As of today, we expect results to come back within 24-48 hours
- Employees will still be required to answer questions regarding their health insurance while signing into the NowClinic. Entering this information does NOT mean an employee will be billed at the time of service. This step was left in to confirm identity and employment only.

Please review the attached flowchart-the flowchart takes the place of the previous two! Moving forward, there are only two flowcharts-"COVID-19 LVMPD Employees with symptoms" and "COVID-19 Notification Protocol (Positive Test)." In addition, please review and print the step-by-step process for enrolling in the NowClinic.

/km

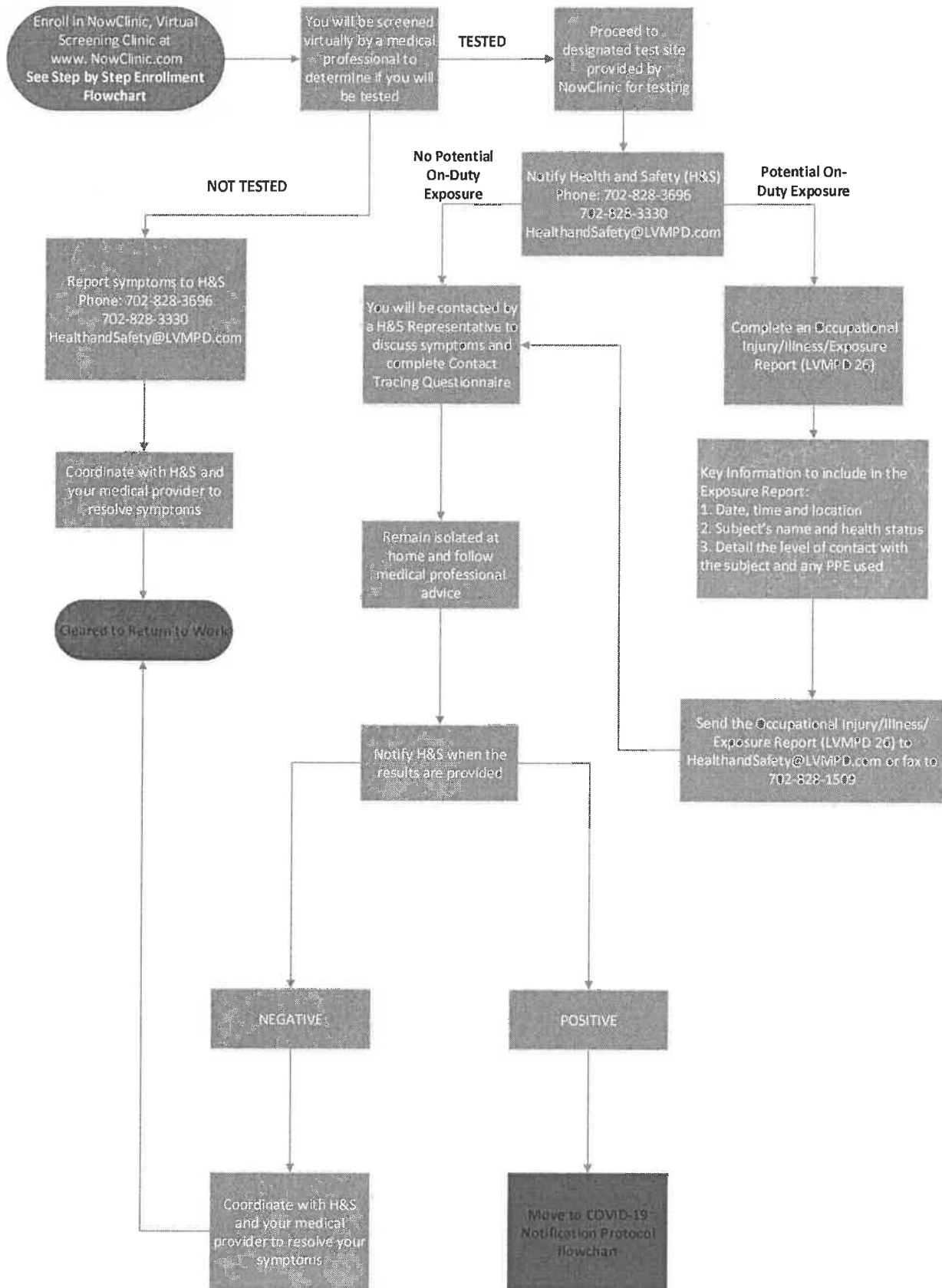
Expires:

5/1/2020 12:00 AM

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LVMPD Employees with COVID-19 symptoms





NowClinic Enrollment Process for Metro Members

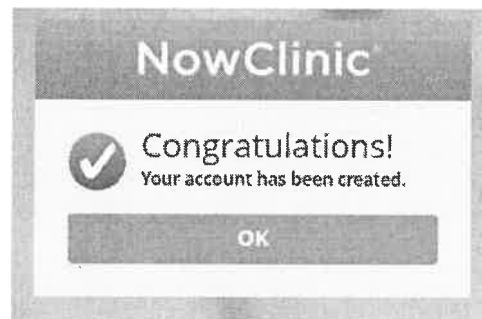
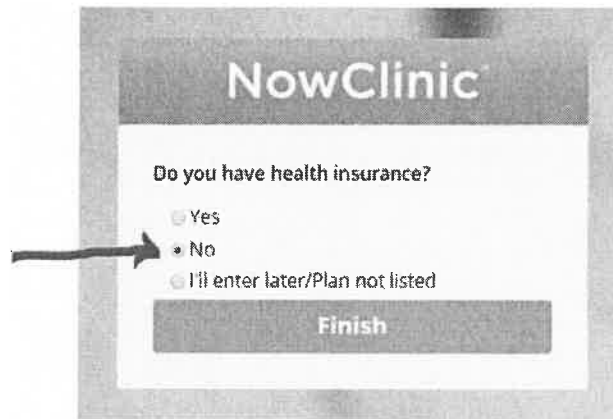
1. Navigate to www.NowClinic.com and fill in the form on the homepage (click box "I agree to terms.") Then click the "Sign Up" button.

A screenshot of the NowClinic homepage. On the left, there is a promotional banner with a photo of a doctor and a smartphone, with the text "Health care-online, at any time" and "Talk to a healthcare provider through video, chat, phone and mobile devices." Below this is a "Learn More >" link. On the right, there is a sign-up form titled "NowClinic". The form contains fields for "First Name" (filled with "Joe"), "Last Name" (filled with "Metro"), "Email" (filled with "joe.metro@outlook.com"), and "Password" (filled with "*****"). There is a checkbox for "I agree to these Terms of Use" which is checked. A "Sign Up" button is at the bottom of the form, and a link for "Already have an account? Log In" is below it.

2. Fill in State, D.O.B., Gender – click "Continue".

A screenshot of the NowClinic profile completion form. The form is titled "NowClinic" and has the heading "We need a few more details to create your profile." Below this, there is a dropdown menu for "State" with "Nevada" selected. Under "Date of Birth:", there are three input fields: "Month" (filled with "February"), "Day" (filled with "24"), and "Year" (filled with "1967"). Below the date fields, there are two radio buttons for "Gender": "Male" (which is selected) and "Female". At the bottom of the form is a large "Continue" button.

3. Do you have health insurance? Select the “No” radio button



4. Select a provider from the available providers online –click “Start Visit” or enter waiting room with patients waiting.



5. Select who is this visit for? Enter phone number for provider follow-up – select “Continue.”

The screenshot shows the 'Get Started' page of the NowClinic interface. At the top, there are navigation tabs: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The main heading is 'Get Started'. Below it, the question 'Who is this visit for?' is displayed with two radio button options: 'Myself' (which is selected) and 'My child'. A text input field for a phone number is shown with the placeholder '(707) 555-1214'. Below that, there is a question 'Would you like to email guests (up to four) to join your visit?' with a '+Add guests' link. At the bottom, there are two buttons: 'Back' and 'Continue'.

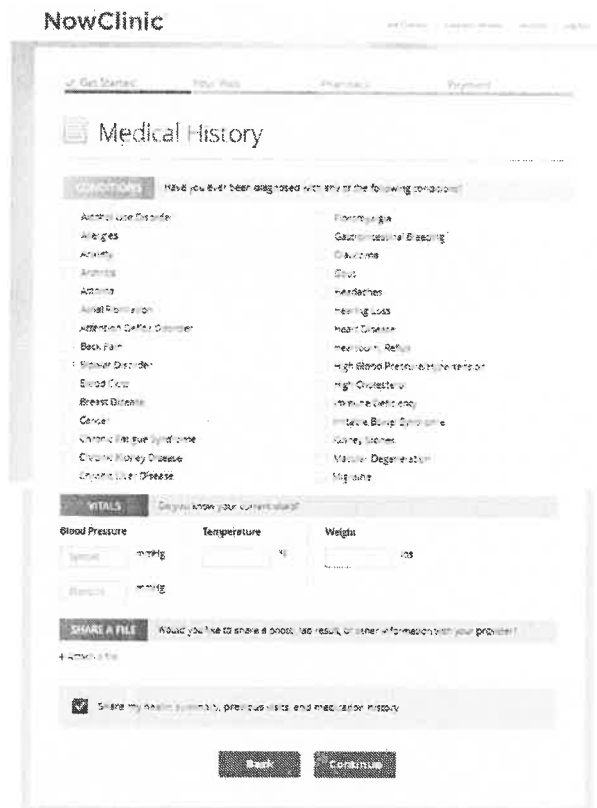
6. Fill in the Intake Form questions. **IMPORTANT: After you answer the first question please ADD “-METRO” in the same field.** You will also need to upload a picture of your LVMPD Insurance ID Card by clicking the “ATTACH A FILE” LINK.

The screenshot shows the 'Your Visit' page of the NowClinic interface. At the top, there are navigation tabs: 'Get Started', 'Your Visit', 'Pharmacy', and 'Payment'. The main heading is 'Your Visit'. The first question is 'What would you like to discuss today?' with a text input field containing 'I have a fever and a cough x 3 days - METRO'. A red arrow points to the '- METRO' part of the text. The second question is 'We now offer same day medication delivery at no additional cost. If eligible, would you like to have your prescriptions delivered?' with a text input field containing 'Yes, I am interested'. The third question is 'Please list any medication allergies you may have. Please include weights for children under the age of 16.' with a text input field containing 'No known allergies'. The fourth question is 'If covered by a Utah Medicare Advantage plan, please provide the name of your Primary Care Provider (PCP).' with a text input field containing 'N/A'. Below these are two sections of 'IMPORTANT VIRTUAL VISIT REMINDERS' with 'Your Answer' text input fields. The first reminder section includes points A, B, and C. The second reminder section includes points D and E. At the bottom, there is a question 'Would you like to share a photo, lab result, or other information with your provider?' with an 'Attach a file' button. A red arrow points to this button. Below this are two checked checkboxes: 'Share my health summary, previous visits, and medication history' and 'I acknowledge receipt of these Notice of Privacy Practices'. At the very bottom, there are two buttons: 'Back' and 'Continue'.

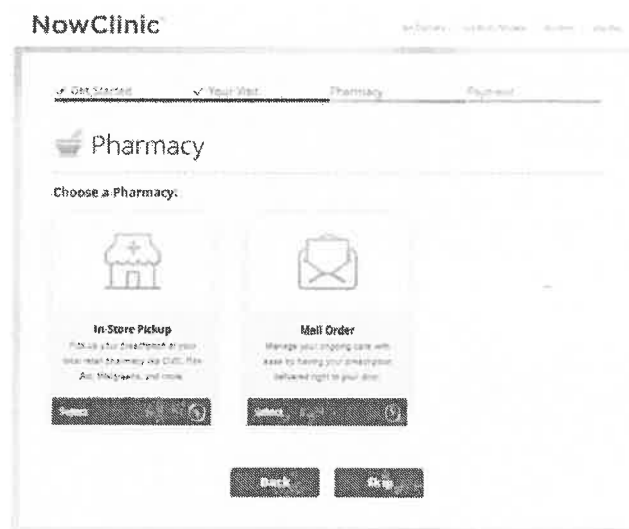
7. This is what the screen will look like after you click the “ATTACH A FILE” LINK.



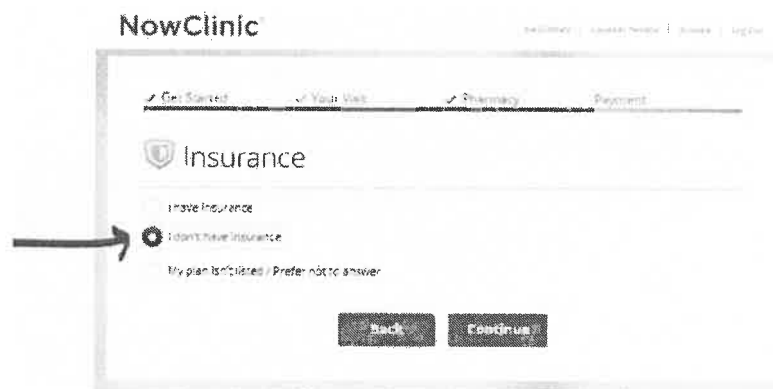
8. Click the checkbox by “I acknowledge receipt of these Notice of Privacy Practice” at the bottom of the screen.
9. Fill out your Medical History questionnaire, scroll down to bottom and click the checkbox by “Share my health summary, previous visits and medication history”



10. Select your pharmacy location

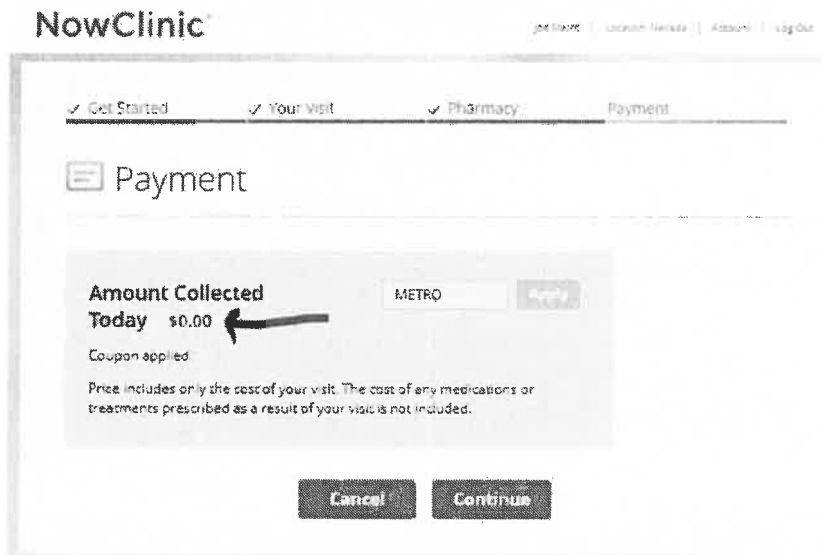


11. Select the radio button next to "I don't have insurance"



12. Enter the Coupon Code **METRO** in the coupon field and select "Apply" – this will provide you with a \$0 copay for this visit

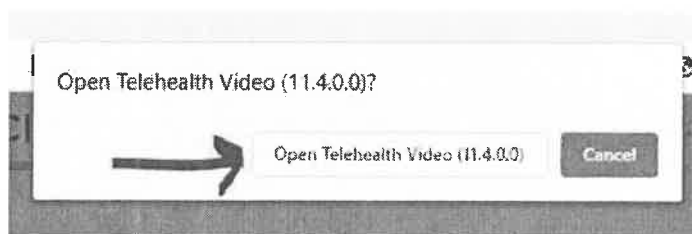




13. Select "Continue" button at bottom of previous screen and then click "Launch" button to start video.



14. Select the "Open Telehealth Video (11.4.0.0)" button on next pop-up



15. You are now in the Virtual Waiting Room for the provider you selected – a video will play letting you know about how your telemedicine visit will proceed. Please wait until the provider starts the visit. Thank you for using NowClinic.





Las Vegas Metropolitan Police Department
Critical Health Care Contacts for Employees

Priority: Alert | Normal Priority
Title: Critical Health Care Contacts for Employees
Body: **Critical Health Care Contacts for LVMPD Employees**

A. Southern Nevada Health District (SNHD) Helpline and Website

(702)759-INFO (4636)

SNHD Website: www.southernnevadahealthdistrict.org/coronavirus

B. Health and Safety Key Contacts

(702)828-3696

(702)828-3330

Jeff Roch, Director (702)810-8593

E-mail: HealthAndSafety@LVMPD.COM

C. Medical Information for LVMPD Employee Health and Welfare Trust Members

24/7 Nurse Hotline for assistance with symptoms and medical direction:

(702)-242-7330

D. Medical Information for PPACE members of Health Plan of Nevada (HPN) Members

24/7 Nurse Hotline for assistance with symptoms and medical direction:

1-(800)288-2264

E. Medical Information for Clark County Self-Funded Plan Members

24/7 Nurse Hotline for assistance with symptoms and medical direction:

1-(877)259-9349

F. Police Employee Assistance Program (PEAP)

Office (702) 828-3357

Annette Mullin, Director (702)587-6791

Bill Gibbs, Manager (702)306-2363

Email: PEAP@LVMPD.COM

It is recommended you double check that you have a current insurance card in your wallet. Take a picture of your card and save it to your favorite pictures.

G. Other Resources

<https://nvhealthresponse.nv.gov/information-for/>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-law-enforcement.html>

Expires:

<http://dhhs.nv.gov/>
5/1/2020 12:00 AM

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