



## **Oregon MothersCare COVID-19 Interim Guidance**

**Date issued:** March 2020

**Effective until:** July 2020

### **PURPOSE:**

To provide guidance on conducting Oregon MothersCare (OMC) visits during the COVID-19 response.

### **BACKGROUND:**

OMC helps pregnant people access services and supports to ensure a healthy pregnancy. OMC visits are generally provided in-person by a local implementing agency at an OMC Access Site location. These local implementing agencies could include a local public health authority (LPHA), hospital, clinic or non-profit agency.

However, during the COVID-19 pandemic response, face-to-face visits may not be feasible, and OMC services may be best supported via an encounter method other than at the physical OMC Access Site location.

The Maternal and Child Health Section of the Oregon Health Authority defers decisions to halt OMC services to local implementing agencies. The local agency operations center may decide to stop OMC services during the COVID-19 response. However, it is preferable to provide remote OMC visits, rather than halting the OMC program completely.

If the local implementing agency does decide to provide remote OMC visits, the mode of remote visits for the OMC program may include:

- Synchronous (live two-way interactive) video and audio transmission resulting in a real time communication between the OMC staff member and the client using a platform approved by the local implementing agency
- In the absence of an approved video platform, telephone is an acceptable mode

Local COVID-19 responses vary, so please check with your local agency operations center and partner agencies to determine the availability of pregnancy-related referral sources. If local resources continue to be available (for example, transportation assistance, domestic violence services), please request and adhere to any access guidelines determined by those local and state agencies.

### **PROCESS FOR REMOTE OMC VISITS**

This section provides general guidance for delivering OMC services via remote visits.

- Ensure policies and procedures are in place to prevent a breach in privacy or exposure of client health information or records to unauthorized individuals.
- If using video conferencing on an approved local implementing agency platform, ensure any material with identifying information is out of view of the client.
- Ensure the remote visit occurs in a private area where no other person can hear the conversation with the client.
- Verify client identity at start of remote visit by confirming name and date of birth.

- Document client information for the remote visit in the OMC Web-based Tracking Interface (WTI) system. Enter all client information as if it were an in-person visit.
- Document that the OMC visit is being conducted remotely by entering **REMOTE** into “Service Location” field. See screenshot, below.
- If providing remote Oregon Health Plan (OHP) enrollment assistance, please refer to OHA guidance document “Assisting with the Oregon Health Plan remotely: A guide for community partners only,” which is copied below.
- If capacity allows, provide at least one follow-up remote visit for OMC clients to ensure that they have been able to connect with applicable referral resources, particularly OHP, prenatal care provider and food assistance.

Where to document **REMOTE** visits in OMC WTI system:

The screenshot shows the 'Client Information' form in the OMC WTI system. The client's name is Mariah Mummert. The 'Service Location' field is highlighted with a red circle and contains the text 'REMOTE'. Other fields include OMC Site Code/Name (TESTING), Date of Initial Contact (04/10/2018), Date of Birth (02/24/1992), Age (28 Years, 0 Months), Year (2018), Quarter (Second Quarter), Referred by, Ethnicity (English), Race (White), and City (Lebanon).

### OTHER OPTIONAL SUPPORT

In an effort to support local OMC sites, the Maternal and Child Health Section is providing the following:

- The State OMC Coordinator will hold virtual open office hours once each week. The goals of these office hours are:
  - Provide support to OMC sites with questions about programming in the context of COVID-19.
  - Share any relevant updates.
  - Create space for local OMC sites to share resources.
- Participation in virtual open office hours is **not required**. Office hours will continue as long as this is useful for OMC sites.
- Virtual open office hours will be held weekly on Fridays from 1-2PM.
- You can access the office hours by calling: **1-888-273-3658, access code: 76 64 09**

**Assisting with the Oregon Health Plan remotely**  
**A guide for community partners only**  
**Effective through June 30, 2020**



EXTERNAL RELATIONS DIVISION  
Community Partner Outreach Program

## **Consent Forms**

A community partner may obtain verbal consent via phone by doing the following:

1. Review all information on the consent form (form 6610) verbally with the applicant
2. Carefully complete all fields in the consent form
3. Put the applicant's name into the signature line with a note that consent was obtained via phone
4. DHS/OHA will honor the consent form when this process is documented correctly
5. Continue to store consent forms securely according to your agreement with OHA (6 years). Need a copy of your agreement? Contact [cp.business@dhsoha.state.or.us](mailto:cp.business@dhsoha.state.or.us)

***Community partners must read all sections of the consent form so that the applicant/member knows what they are agreeing to sign.***

### **Find links to English and Spanish consent forms here**

English <https://sharesystems.dhsoha.state.or.us/DHSForms/Served/he6610.doc>

Spanish <https://sharesystems.dhsoha.state.or.us/DHSForms/Served/hs6610.doc>

### **Need another language?**

We recommend typing "6610" into the form library here:

<https://sharesystems.dhsoha.state.or.us/forms/>

## **Applicant Portal “Sign and Submit” page**

If an OHP-certified community partner has a signed consent form (including via the process above), no additional hard copy or verbal signature is required when submitting through the ONE Applicant Portal.

### **Requirements**

- The community partner must review the full Rights and Responsibilities page with the applicant before digitally signing the online application.
- If someone is completing a paper application (form 7210), a signature is still required.

**This guidance is in place through June 30, 2020.**