



Corporate Office:
8 Southwoods Blvd, Suite 110
Albany, NY 12211
(518) 235-1888
www.caredesignny.org

Attention Providers:

Care Design NY continues to monitor the extent and impact of the Coronavirus, COVID-19. To ensure the safety of the individuals and families we support, our workforce, provider network and communities, **Care Design NY will be taking the following precautions effective Friday 3/13/2020:**

- Care Design NY will be suspending all in person visits to facilities, organizations and homes in order to minimize the risk of exposure and spread of COVID-19. These meetings will still occur but will be conducted through video conference methods (FaceTime, Microsoft Teams).
- Care Design NY offices will not be accessible to the public or workforce. Business operations will be conducted remotely.

The above precautions will be in place for a 3-week time period at which point a review of the current situation will be evaluated and further decisions and communications will be made.

How does this impact the Care Design NY provider network?

- All in-person meetings and trainings coordinated by Care Design NY will be held remotely, when possible, for at least a 3-week period starting 3/13/2020. If you have a meeting scheduled with a Care Design NY employee during this timeframe, further communication regarding your meeting will be sent out on an individual basis.
- All Life Plan, IDT meetings and other meetings regarding individuals we support will be conducted through secure video conference for at least a 3-week period starting 3/13/2020. Care Managers will be in contact with the people they support and IDT members regarding the scheduling and coordination of these meetings.



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- All face-to-face visits with individuals, for at least a 3-week period starting 3/13/2020, will take place via video conferencing (Facetime, Microsoft Teams) where possible. If participants do not have access to equipment to conduct the interaction through Teams meeting or Facetime, a conference call or phone call will be used.
- Care Managers will not be visiting local hospitals or agencies in person for at least a 3-week period beginning 3/13/2020. However, to ensure continuity of care coordination efforts, Care Managers will remain in contact regularly via phone or email, including participating in discharge planning meetings. For those individuals residing in certified residential settings, Care Managers will make every effort to coordinate with residential staff around communication efforts with hospitals. This will ensure the provision of efficient, coordinated and quality transitional care.

We assure you that Care Design NY's workforce will remain readily available to you and your team to address the needs of the individuals we mutually support. Care Design NY continues to work closely with NYS OPWDD and NYS DOH and will provide additional updates as necessary.

For questions or clarification for Care Design NY partner agencies please contact:
providerrelations@phpcares.org.