Your Family Is Our Family

RELIANCE MEDICAL GROUP

"Quality Healthcare Is A Right, Not A Privilege"

MARCH 2020

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Reliance Medical Group Quarterly Newsletter

THE PULSE

Erin Ludy with Aetna and Michael Langlois with Reliance Attend Chelsea Economic Development Corporation/ACDEVCO Community Meeting in Atlantic City.

A Message From The President & Vice President

Needless to say, we look back over Reliance's past 35 years with great pride!

The next 18 months will prove to be one of the most important times in Reliance's existence, particularly with regard to ensuring that Reliance takes the steps necessary to safeguard our existence for another 35 years.

Reliance has finally caught the attention of the various New Jersey insurance payors regarding our group's quality and medical loss ratio scores (Reliance ranks most favorably in comparison to all medical practices in New Jersey). Accordingly, Reliance's high quality metric scores allows us to negotiate our transition from standard contracting models to the most advanced models in Value-Based and Shared-Savings, leading to Risk-Based contracting.

Reliance has been in the process of developing an innovative Virtual Office concept (see the article that appeared in a previous edition of "The Pulse") that must effectively navigate the new contracting methodologies.

Jon M. Regis, M.D.
PRESIDENT/CEO

Vince Papaccio
EXECUTIVE VP/COO

CORONAVIRUS (COVID-19)

This issue of "The Pulse" was developed prior to the Coronavirus pandemic. However, as you know, there continues to be frequent national and state updates regarding the outbreak.

As a result, given the magnitude of the crisis, Reliance has modified some sections of "The Pulse" and, in doing so, have dedicated space in the publication to address the subject of COVID-19.

To date, Reliance Medical Group office sites have remained open and are seeing patients at these physical locations. Additionally, Reliance is pleased to announce that it has begun Telemedicine services, a powerful tool that will allow Reliance Providers to remotely communicate with their patients.

As our Providers, administrators and support staff have evidenced in prior disasters and emergent situations (i.e., local Salmonella outbreak Superstorm Sandy, senior care facility fires, etc.), Reliance Medical Group can be relied upon to act as a major contributor to the health and well-being of the surrounding community.

In such regard, most residents reside within a 3-mile radius of Reliance offices and, as such, are able to access our services conveniently.

RELIANCE MOBILE APP

Reliance prides itself on staying up with the current times in providing the best healthcare possible to all patients. In doing so Reliance has partnered up with CareminDR to take our healthcare to another level. Caremindr was founded in 2018 by a team of physicians and executive leaders who together, have more than 250 years of experience. They each brought personal experience in health insurances, wellness, pharmacy management, practice management, population health, and much more. Caremindr set out to integrate mobile technology (mobile-enabled RPM) into the daily lives of patients. With this new partnership, Reliance invites all employees and patient to take a journey with them.

A journey into strengthening the relationship between provider and patient, a journey where with one click of an apt you're chronic conditions are now better monitored, with treatment plans easier to adhere to. Reliance is currently enrolling all patients who have Hypertension and Diabetes. In just three simple steps you are able to enrolled yourself and patients into a journey where if they are able to monitor blood pressure readings or glucose reading weekly, any issues or abnormal readings sends a report right away to the care team, then directly to provider and staff. If you don't have a blood pressure monitor or glucose meter, one will be provided to you. Even if your insurance does not cover it, Reliance will. Daily you are asked how you are feeling, and any abnormal answers, like an ER trip, is recorded and sent right to your care team. These steps are just breaking the ice on what CareminDR offers, and will soon be attached to a portal with Reliance where you can see your lab results, patient portal, pharmacy, with much more. Come start your journey with Reliance and CareminDr today, and take the next step into a better, healthier, happier you.

RELIANCE INTRODUCES TELEMEDICINE CAPABILITY!
More On This In The Next Pulse Newsletter

COMMUNICATION GAP BETWEEN STATE AND PRIVATE LABS TESTING FOR CORONAVIRUS

NJ Officials Say They Have Limited Information About Coronavirus Testing Being Done In The State By Two Global Companies

LILO H. STAINTON | MARCH 12, 2020 | HEALTH CARE, CORONAVIRUS IN NJ | NJSPOTLIGHT.COM

Private laboratories have joined public health facilities in testing for the new coronavirus in an effort to beef up screening capacity in New Jersey and nationwide. But the extra assistance doesn't come without complications.

State officials have acknowledged they have limited information about coronavirus tests now being conducted by the two global companies collecting samples from medical providers in the Garden State and throughout the U.S. As of midday Wednesday, New Jersey had 23 residents who had tested positive for the related disease, COVID-19, including one who died early Tuesday.

While private labs are supposed to report testing results to the state's Communicable Disease Service — which serves as a hub for all the coronavirus data — state officials aren't automatically informed when medical providers submit coronavirus tests to these facilities. They also don't have easy access to the patient histories and potential exposure information needed to determine how the person got sick and if the virus is spreading.

Until this week, New Jersey doctors and hospitals shipped all samples taken from individuals who met the federal requirements for coronavirus testing to the state's public health laboratory services. But as of Monday, providers could also choose to have the swabs processed by LabCorp or Quest Diagnostics, the two private companies permitted to run the tests. (Patients should not need to pay out-of-pocket, thanks to state and federal actions to waive copays.)

State Department of Health Commissioner Judith Persichilli said Tuesday that, when private labs are involved, "that gives us limited ability to follow up on that case."

'Need to develop a closer communication'

The state may get basic results, she said, "but what we don't know is all the background screening that the hospitals are now doing with any patient that now presents with respiratory symptoms and fever." This includes critical information about travel history, work and social patterns, and exposure to others who might be sick.

"That's why (with) the commercial labs, we need to develop a closer communication," Persichilli said at the state's daily briefing on the epidemic. As of Wednesday, New Jersey had recorded just one positive case processed in a private lab.

Ensuring that the state has quick access to accurate information about COVID-19 patients becomes more important as public health officials grapple with the likelihood of so-called community spread, in which the virus is transmitted among people with no exposure to a confirmed case or travel to an area where the disease is rampant. Identifying where patients contracted the virus will help the state plan its response and impact decisions to close schools or cancel large gatherings, like the upcoming St. Patrick's Day parades, Persichilli said.

There is no vaccine or specific treatment for the disease, which results in mild, flu-like symptoms for most healthy individuals but can prove deadly to older people or those with compromised immune systems.

"Community spread indicates that the coronavirus is amongst us. And we have an expectation that that may be the case," Persichilli said Wednesday, noting that officials had yet to identify a known source for two of the eight new COVID-19 cases diagnosed that day. More detail on these individuals' history and travel should be available in 24 to 48 hours, she said.

While the DOH awaits that information, state officials continue to leave most decisions about school closures and event cancellations to local leaders, but long-term-care facilities have been advised to assess visitors and restrict access to those that don't pose any coronavirus risk to residents. Multiple New Jersey colleges have cancelled classes or required remote learning and Gov. Phil Murphy rescheduled a summit on gun safety planned for this week.

When to increase 'mitigation strategies'

Persichilli said the state's inter-agency task force on the coronavirus meets daily and key leaders talk multiple times during the day. "I don't know where that turn is, but I know the epidemiologists will tell you we want to respond sooner rather than later and we will know when it's time to take our mitigation strategies to the next level," she said.

As of noon Wednesday, New Jersey had tested 80 people, with 57 returning negative results for the virus and 23 found as "presumptive positive"; 20 more are now being tested and another 37 people are considered potential candidates for testing, pending more detailed investigations into where they have traveled and how they might have contracted the disease.

The positive samples have been shipped to the federal Centers for Disease Control and Prevention, in Atlanta, for confirmation, but the CDC has yet to provide results or respond to officials' questions about the delay. (CDC media representatives also did not respond to a request for information.)

The state DOH lab now has capacity to test roughly 400 people and has ordered kits for another 216 assessments from the CDC. Assistant commissioner Chris Neuwirth said tests take 24 to 48 hours to complete.

Once the results are in, the state lab notifies the doctor or hospital that ordered the test and the local health department in the patient's community, which is responsible for conducting the follow-up screening that helps public officials identify exactly where the patient contracted the disease and where they might have spread the virus.

The corporate goal

But as of Monday, providers who determined someone met the testing requirements (either because of contact with someone infected, travel to a location where the disease is active, or a pneumonia with no known source) had the option of using Quest or LabCorp instead. Corporate representatives for both companies said their goal was to rapidly expand testing capacity in the U.S. to help protect public health, but it is not clear how much of their data — or the patient histories collected by the providers — is shared with any state, local or national health officials coordinating the response.

"Our team is proud to play an important role as part of an industry consortium that is working every day to meet the growing demand for national testing. Our utmost concern is for the safety of the public, patients, healthcare service providers, and our employees," said LabCorp vice president and chief communications officer Pattie Kushner.

According to Kushner, LabCorp can now process "several thousand tests per day" at its North Carolina facility and is still increasing capacity there and at other sites. Results from the tests are reported to "ordering clinicians and public health authorities as may be required." The process takes three to four days, she said.

Quest Diagnostics is processing samples from New Jersey and other states at its California headquarters, but hopes to expand to other locations soon. "We are scaling up capacity at this performing laboratory and anticipate we will have performed several thousands of tests for patients by the end of this week," said Quest external communications specialist Rachel Carr.

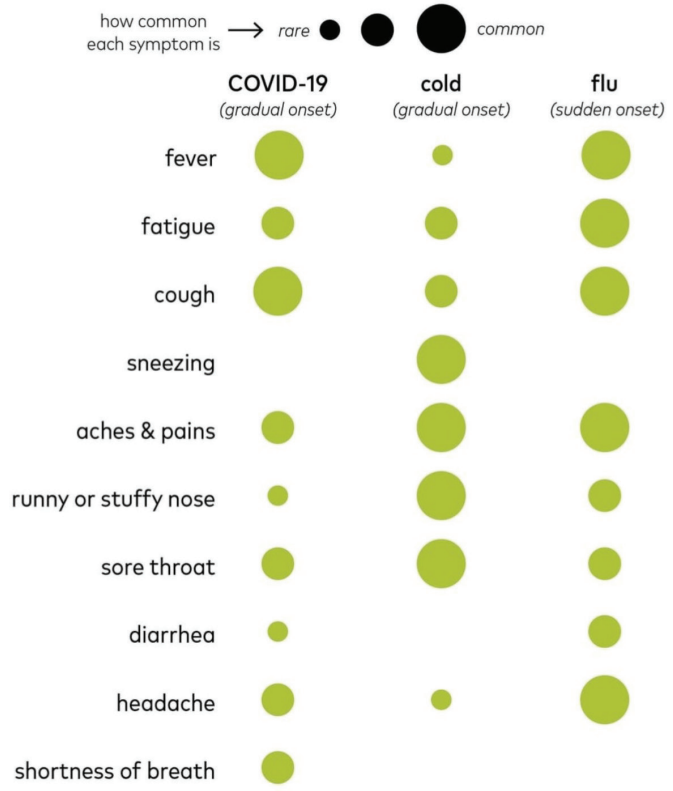
Capacity should expand so that Quest can process "tens of thousands" tests weekly by the end of next month, Carr said. Results are available in three to four days, she added, but declined to address how these findings are communicated to public officials.

CORONAVIRUS (COVID-19)

Information From Centers for Disease Control and Prevention

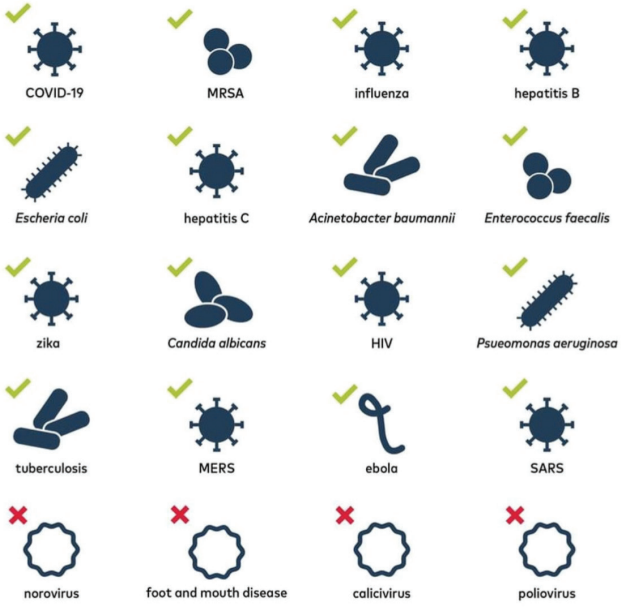
The following symptoms may appear 2-14 days after exposure

Is it coronavirus, or is it something else?



What does hand sanitizer actually work on?

Standard alcohol-based hand santizer (i.e. alcohol content of 60%) only kills certain microorganisms



You can help prevent the spread of respiratory illnesses with these actions:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose & mouth.
- Wash hands often with soap & water for at least 20 seconds.

CDC www.cdc.gov
Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

At time of publication this was the most current information about COVID-19. Please watch for Reliance Medical News Releases as well as updates in the next Pulse newsletter.

RELIANCE

PRACTICE TRANSFORMATION AND QUALITY INSTITUTE

Reliance Medical Group is committed to continuing its long-term history of service in the future healthcare arena and the changes associated with a more outcome-based payment and delivery model. As a result, Reliance is pleased to announce that it has established a "Practice Transformation & Quality Institute" ("PTQI").

The Institute is housed in its own space on Tilton Road in Northfield, New Jersey, within the same business complex where Reliance also maintains its Corporate Office, as well as a Pediatric practice and a Plastic Surgery, General & Bariatric Surgery practice.

The Medical Practice Transformation & Quality Care: Over the last 5 years, we have gone through what we thought were the most significant changes since the start of Medicare in 1965; however, the reality is that this period of time was really just a trial whereby there were many false starts and hiccups. Accordingly, what was being established all along was the ground work for groundbreaking transformation of the primary care or gatekeeper medical office. I would classify that period of time with the word "transition".

So, here we are today at the start of a period that could be best described as a "transformation".

Reliance is rolling-out a phone app for each of its patients. (CAREMINDr)

Reliance has partnered with a national firm to provide the data platform and assistance needed in navigating population health which involves increasing quality while lowering cost. (NAVVIS)

Reliance has an electronic medical record vendor that is large enough to keep up with the changes, but small enough to act and react as needed when a new data point is needed. (PICASSO)

Reliance has also created a quality team of staff at the corporate level and the office level.

Reliance is establishing a virtual office inside the physical office to improve its capability to provide preventative medicine, screenings and, most of all, stay in touch with our patients in their homes. All this and more is defined as Population Health Medical Care.

Reliance is partnering with hospitals, independent physicians and healthcare companies to provide the most innovative and creative means to care for its patients as cited by many of the above-mentioned initiatives.

All of this and we really have just begun the journey into the future.

PTQI Provider Training.

Team Training for Reliance Galloway.

PTQI DIVISIONS
The Institute will encompass four (4) divisions, as specified below:

1. VIRTUAL OFFICE: This division will compliment Reliance's physical medical offices transforming the delivery of care so that Reliance will be in contact with its patients in their homes, via varied approaches. Reliance will accomplish its mission to be in virtual contact with our patients on a consistent and continual basis through the implementation of the following:

- Remote phone application and chronic disease management process
- Website portal for access to health record medical appointment information
- Telemedicine
- Developing new modalities for improved patient outcomes and compliance

2. POPULATION HEALTH & QUALITY: This division will coordinate and meet the many different criteria required by insurance payors, and state and federal agencies, etc. to improve outcomes and quality of care. Reliance is intent on addressing primary care in a different way and will do so through its Practice Transformation & Quality Institute.

3. COMPLIANCE: This division will ensure that Reliance Physicians/Providers, staff and offices meet all of the standards of care as outlined by governing bodies. The primary function of this division is to audit clinical processes and document performance with the purpose of providing training when needed to meet necessary standards. Through the Compliance division, Reliance will establish a Corporate Compliance Committee. In addition, it will develop and maintain a Compliance Binder for all Reliance offices to address pertinent matters (i.e., OSHA). Further, audits of all clinical functions with an emphasis on documentation and training of Provider will be conducted on a regular and scheduled basis.

4. TRAINING: This division is critical in the ever-changing environment of healthcare, as it will provide training to all applicable Reliance personnel in order to set standards and meet expected goals. Continuing education, as well as a well-founded Orientation Program, is key to maintaining a strong clinical process. As a result, Reliance will conduct monthly meetings and/or web training seminars, distribute written informative materials, and present other methodologies to ensure that Reliance's Physicians/Providers, Managers and support staff are properly trained, well informed and educated.

As a patient, staff member and/or provider, I hope that you read this and are as inspired as I am in being a part of Reliance Medical Group; a state-of-the-art organization that has served the community for 35 years and is prepared to continuing serving that population for another 35 years.

ANNIVERSARY 1984 35 YEAR 2019

Vince Papaccio
EXECUTIVE VP/COO

Members of the PTQI Team. LEFT: Miriam Elbaaith, Kathleen Putney, Dr. Jon Regis, Christine Kline
RIGHT: Latoya Whaley, Tania Luengas, Vince Papaccio, Jasmine Cologna

RELIANCE EVENTS TEAM

Reliance has comprised an events team for 2020, which meets regularly under Dr. Regis's guidance. The goal of the group is supporting community efforts while promoting Reliance's healthcare vision; *As the needs of the surrounding community grow, so too does Reliance's pledge in pursuing inventive, cost-effective strategies for our patients.*

Annette Scibetta
Site Manager

Carmen Ruiz
Site Manager

Wilma Alam-Feliciano
Supervisor

Jennifer Farrell
Site Manager & Care Coordinator

Shari Kaminski, APN
Reliance House Calls

Reliance Events Team Along With Dr. Regis, Vince Papaccio & Michael Langlois

Wilma Alam-Feliciano & Shari Kaminski Attend Empower the Caregiver Resource Fair in Brigantine.

Waleska Perez at Atlantic City Family Conference Event.

Wilma Alam-Feliciano, Carmen Ruiz & John Lord at Principal Academy Charter School Community Resource Fair in Egg Harbor Township.

Reliance Provides Office Information and Schedules Appointments On Site at Events.

LOOK For Us In NJ HealthSource Magazine at Wawa

RELIANCE MEDICAL GROUP

"Quality Healthcare Is A Right, Not A Privilege"

ADULT MEDICINE | WOMEN'S HEALTH | PEDIATRICS

HEALTHIER HAPPIER YOU

NEW PATIENTS & WALK-INS WELCOME | MOST INSURANCES ACCEPTED

ADULT MEDICINE

4401 Ventnor Avenue
Atlantic City, NJ 08401
609-345-2050

3069 English Creek Ave, 203
Egg Harbor Twp, NJ 08234
609-625-9146

400 W. Black Horse Pike
Pleasantville, NJ 08232
609-641-1118

634 Shore Road
Somers Point, NJ 08244
609-653-0808

1161 New Jersey 50, Suite L
Mays Landing, NJ 08330
609-625-7116

53 W. White Horse Pike
Galloway, NJ 08205
609-652-6947

1325 Baltic Avenue, Atlantic City, NJ 08401

WOMEN'S HEALTH

155 Medical Center Way
Somers Point, NJ 08244
609-653-1016

4401 Ventnor Avenue
Atlantic City, NJ 08401
609-344-1836

53 W. White Horse Pike
Galloway, NJ 08205
609-652-2516

COSMETIC, PLASTIC & RECON. SURGERY - HAND

631 Tilton Road
Northfield, NJ 08225
609-645-3000

GENERAL & BARIATRIC SURGERY

631 Tilton Road
Northfield, NJ 08225
609-645-3000

PEDIATRICS

521-523 Tilton Road
Northfield, NJ 08225
609-272-9040

400 W. Black Horse Pike
Pleasantville, NJ 08232
609-383-4111

4401 Ventnor Avenue
Atlantic City, NJ 08401
609-318-6990

9009 N. Ventnor Avenue
Margate, NJ 08402
609-823-2773

108 W. Jimmie Leeds Road
Galloway, NJ 08205
609-652-6872

35 YEARS

RELIANCEMEDICALGROUP.NET