




VENTURA COUNTY
AMBULATORY CARE
A Division of Ventura County Health Care Agency

MEMORANDUM


TO: CLINIC MEDICAL DIRECTORS

FROM: THERESA CHO, MD 
CEO & MEDICAL DIRECTOR OF AMBULATORY CARE

SUBJECT: GUIDELINES FOR RED TIER

DATE: MARCH 22, 2021

CC: ALLISON BLAZE, MD
ASSOCIATE MEDICAL DIRECTOR OF AMBULATORY CARE

LIZETH BARRETTO 
CHIEF OPERATIONS OFFICER – AMBULATORY CARE

REMINDER ABOUT CLINIC SERVICES AS VENTURA COUNTY ENTERS RED TIER

1. **In-office visits** should be scheduled when telehealth does not address the patient's needs. Examples include the following:
 - a. Pt with uncontrolled HTN and no BP reading in last 3 months
 - b. Child who needs a well-child visit with vaccinations, developmental screening, and lead screening
 - c. Patient who needs cervical cancer and chlamydia screening
 - d. Patient who needs breast cancer screening

2. **Comprehensive services** should be offered in office as long as all PPE and cleaning guidelines are followed. Examples include the following:
 - a. Vasectomies and LARC
 - b. Retinal scans
 - c. Imaging and labs
 - d. Dental varnish
 - e. Sports physicals
 - f. STI screening and testing per CDC guidelines

3. Other in-office visits

- a. Patients who clearly state a **preference** for an in-office visit
 - b. Patients who provider feels **must** be seen in-office (e.g. 3rd trimester pregnant women)
 - c. Whenever possible, **exclude vulnerable patients**, as defined by the CDC, from in-person visits
4. Clinics must continue to follow the **Outpatient Checklist** and their Phase 3 written **plan of safety**.
 5. Clinics should continue to utilize **telehealth** when appropriate
 - a. To offer services to all patients while maintaining social distancing within clinics and minimizing the use of PPE
 - b. To address all clinical needs that do not require in-person examination
 - c. To review test results
 - d. To “teletriage” patients to distinguish those who need to be seen in person
 - e. Whenever possible, **use video** instead of audio option since payment for audio-only reimbursement may be greatly reduced after 7/1/21