



For Providers: Therap and COVID-19

As we are all impacted by the COVID-19 pandemic, we want to reinforce how Therap can be a useful tool. Please note that implementation of additional Therap modules has been paused during this time and the Therap State Conference scheduled for May 2020 has been postponed until the fall.

Therap should be used during this crisis for the following, at a minimum:

- **GER for COVID-19 reporting**

A remarkable job has been done by all those entering COVID-19 GERs! The majority have been entered correctly - Thank You for adapting quickly and following the guidance closely! The information has been very helpful in BHDDH's ability to report to the State on the incidence and impact of COVID-19 on our participants and providers.

For those that haven't entered many GERs related to COVID-19 suspected cases, testing, quarantine, and service interruptions, please review the attached guidance, which can also be found at <https://help.therapservices.net/app/rhode-island> or click on the help button within the GER screen.

Please continue to enter incidents as outlined in the guidance using the Other- Communicable Disease Event Type. One update has been made to the guidance for clarity; clients who present as a suspected case but test negative for COVID-19 should be entered as Medium notification level incident, rather than a Low. Lows will be reserved for incidents where a client has a change or impact to service provision due to COVID-19 but is not presenting as ill themselves.

If you are taking an action in response to COVID-19 that impacts multiple clients in the same program in the same way, you need to report on each consumer impacted by the action. In this case, entering the event as a Multiple Individual Event (MIE) can be the easiest approach. For example, if a group home is quarantined due to exposure or a day program is shutting down for a period of time due to COVID-19 risk, you can enter an MIE for that program and include all affected individuals as a part of that MIE. You do need to enter one MIE per program if multiple programs are similarly impacted. For more information on creating an MIE, please see Therap Help.

If you have any questions about the guidance, please reach out Melanie Cousineau at Melanie.Cousineau@bhddh.ri.gov or at 462-6049.

- **IDF updates for contacts and demographics**

It is particularly important now that IDF information stay up to date. Telephone numbers, contact information, residential and mailing addresses, and other information should be updated as you learn of inconsistencies. Please also inform the DD social caseworkers of any corrections via S-Comm. If you haven't already, please consider updating other parts of the IDF that would be important in an emergency. The ability to remotely access Therap can be advantageous with social distancing and office staff reductions that may make paper records difficult to access.

- **Case Notes**

The Case Management template in Case Notes should be used as you contact your participants. Please see information below on using Case Notes and Questionnaires for documenting virtual visits.

- **S-Comm to communicate with DDD SCWs or other providers regarding a shared participant**

Please remember to use S-Comms rather than email for any PHI or sensitive information.

Please use the [RI State Therap Webpage](#) for updates and guidelines. There will be an updated IDF Guideline for RI Providers uploaded but for the most part, the substance has not changed.

Therap's COVID-19 Awareness Resources

See Therap's web page at <https://support.therapservices.net/covid-19-awareness/> for information about how Therap can be used, including:

1. **Emergency Preparedness Video** with tips on how to use Therap features such as:
 - a. **Splash screens** and **Sign in Screen Messages** to get out important messages to all staff no matter where they are. Sign Up Screens can require staff to acknowledge the message for tracking purposes. Splash Screens allow for more formatting options including graphics, but have no sign off option.
 - b. Use of alternate profiles and notifications
2. **COVID-19 Virtual Visit using Therap's ISP Data and Case Note Modules Video** – though RI hasn't rolled out the ISP Data module, the Case Notes module is fully implemented. This video provides an overview of how Therap can support virtual visits, with Case Note variations and questionnaires starting at about the 20-minute mark.

Additional Information on the Therap Response to COVID-19

- Therap has updated their ICD-10 Code List with a new code added by CDC, off cycle to ICD-10 Code list "U07.1 COVID-19 Acute Respiratory Disease"
- Therap's data centers and infrastructure are unaffected and your data remains as secure and available as always.
- Therap staff are used to working remotely and remain available to support you and your staff with training, advice and support.
- Therap is looking to add enhanced web-based training and resources including web-based user groups to allow customers to continue to get valuable information that will benefit organizations.
- Therap has added to Live Help with additional hours and additional staff including more availability of State Implementation Team members and Billing Team members via Live Help.
- Therap has links to more training materials that may be of help just now on the login page. They will continue to update these as more information emerges.

Therap Training Resources

Therap offers recorded webinars and a Training Academy for anyone who wants to review how to use the Therap modules or learn more about all of the Therap modules. The Training Academy allows staff to log in and track their training, or to just complete the training without logging in.

The Training Academy, recorded webinars, and user guides can be found at Therap Support at <https://support.therapservices.net/>