


<b>From:</b> Kansas City, Missouri Health Department	
<b>KCHD HAN Number:</b> KC 024-09	
<b>Date:</b> 08/18/2009	
<b>Subject:</b> <b>2009 H1N1 Influenza Primary Care Provider Information Exchange (Open Door Forum)</b>	

Dr. Nicole Lurie, the HHS Assistant Secretary for Preparedness and Response, and other H1N1 subject matter experts from the Department are hosting an information exchange for primary care providers on Thursday, August 20<sup>th</sup> from 1:30-3:00pm. Please see the dial-in information and other details below.

A second call is planned for September 14th regarding community mitigation strategies and countermeasure details (antivirals and vaccine issues).

## **Information Exchange with HHS on H1N1 Healthcare System Preparedness and Response**

**Call: 1-800-837-1935; Conference ID: H1N1**  
**Date: August 20, 2009**  
**Time: 1:30 -3:00 pm, Eastern DS Time**

### **I. Opening Remarks:**

Dr. Nicole Lurie, Assistant Secretary for Preparedness and Response

Co-Chairs – CAPT Clare Helminiak, Dr. Sally Phillips, and RADM Ann Knebel  
Moderator – Susie Butler, CMS Office of External Affairs

### **II. Agenda:**

The purpose of the dialogue is to engage the provider community in a discussion of H1N1 preparedness and response issues. High priority will be put on a discussion of the value and contribution of the primary care provider networks. We will discuss strategies for:

- Reducing the burden on emergency departments
- Early identification and intervention with high risk patients
- Work force protection

In addition we will discuss emerging issues on the healthcare system surge capacity, critical care planning and home health care preparedness and planning issues as of interest to the participants.

### **III. Open Q&A**

Submit questions and innovative solutions now at: [H1N1.listening@hhs.gov](mailto:H1N1.listening@hhs.gov)

We'd like to hear from you:

- What are your plans to protect high risk patients from H1N1 infection in your clinics/professional settings?

- Have you initiated any early intervention strategies with high risk patients (e.g. home antivirals)?
- What strategies are you planning to prevent unnecessary trips to the Emergency Department?
- How are you addressing an anticipated increased patient volume?
- Could telehealth play a role in surge?
- Could call centers support hospital decompression?
- What can PCP do to help the hospitals and vice versa?

You can submit your thoughts ahead of time at [H1N1.listening@hhs.gov](mailto:H1N1.listening@hhs.gov) or speak live on the call.

Please note – while we will address as many questions as possible, we know that we cannot answer each individual question. Submitting questions prior to the call will allow us to address as many questions as possible.

Mark your calendar! Another call is scheduled to share additional information and follow up on today's questions on September 14, 2009.

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All callers, please dial: 1-800-837-1935 and use Conference ID **H1N1**.

Dial in at least 10 minutes prior to start of the call. Inform the operator of the conference title and conference ID number. To make conferencing adjustments from your phone, follow these key commands.

On a touchtone telephone keypad...  
Press (\*) & 0 to reach the Operator  
Press (\*) & 4 to equalize your volume  
Press (\*) & 6 to mute/unmute your line

To access the Encore feature: please dial (800) 642-1687 and enter Conference ID **H1N1**. This access will expire February 20, 2010.