1. What type(s) of communities does your palliative care program serve? (Check all that apply)
- Urban
- Suburban
- Rural

Please select the answer that best represents the communities your palliative care program serves.

2. Which counties does your home-based palliative care program serve?
From the drop-down menu of counties by state, select which counties are served by your palliative care program. If you serve multiple states, you have the ability to add counties for more than one state.

3. What type of entity administers your home palliative care program?
- Hospital
- Hospice
- Long-term Care facility/organization
- Medical Group
- Home Health Agency
- Health System
- Other

Select which of the answer options best represents the administrative home for your palliative care program. If your program is administered by an organization that is unlisted, please select other and specify the organization (example: if your palliative care program is administered by an independent organization).

4. Do you have a formal partnership with any of the following entities? (Check all that apply)
- Hospital
- Hospice
- Home Health Agency
- Long-term Care Facility
- Physician Group
- Specialty Center (i.e., Cancer Center)
- Other

Other, Specify

Please select all entities with which your palliative care program has a formal partnership. A formal partnership means that your palliative care program has established a formal partnership agreement. A formal partnership ensures that patients can be referred to specialist care when required for consultation and/or management and that patients can move smoothly between palliative care and other services based on their level of need.

5. Does your palliative care program work with or have partnerships with any of these community service providers? (Check all that apply)
- Friendly visitor volunteer program
- Respite care
- Meals-on-Wheels
- Visiting doctors
- Community Chaplains
- Legal Services
- Social Services
- Local Agencies on Aging
- Disease-specific associations (e.g., Alzheimer's Assoc.)
- Other

Other, specify

Please select all community organizations with which your palliative care program has a relationship. If there is an organization not listed here or in the previous question with which you partner, please indicate that in "other."

6. Is your organization a member of an Accountable Care Organization (ACO)?
- Yes
- No

An Accountable Care Organizations (ACO) is a group of providers organized to take responsibility for the overall quality of care and the total cost of all the health care services needed by a group of patients over a period of time. An Accountable Care Organization is not a payment model; it is an organizational structure designed to accept accountability for care delivery quality and costs. ACOs can be a Medicare ACO (Medicare Shared Savings Program, Advance Payment ACO Model, or Pioneer ACO Model) or a commercial ACO.

7. Is your home-based program primarily a pediatric program?
- Yes
- No

Please select "yes" if your program identifies as a pediatric palliative care program and primarily accepts referrals for children and infants. Many pediatric programs may also see young adults over the age of 18 or other patient populations, but still consider themselves a pediatric palliative care program. We may release special reports and
8. From what age groups will you accept new referrals?

- Pediatric (less than 18 years)
- Prenatal (before birth)
- Neonate (birth to 1 month)
- Infant (29 days to 11 months)
- Children (12 months to 12 years)
- Adolescent (13 to 17 years)
- Young Adult (18 to 25 years)
- Adult (26 years and older)

Please select all ages served by your palliative care program during the reporting period. If selecting “Pediatric”, there is an option to provide further details on that population, although this is not required. Young adult is a separate category to represent the unique needs of this population.

9. Has your home palliative care program been in operation for 12 full months?

- Yes
- No

Data from palliative care programs that are less than one-year-old can be still submitted. Please report your data accurately for that time period. For example, if your program was operational for only 3 months, then report the data for the actual 3-month period. Do not provide estimates for the entire year based on your 3-month performance.

9a. If not 12 months, how many months of data are you reporting?

If your program has been in operation for less than 10 months, your program data will not be included in any reports or findings that we produce.
1. What is the average daily census (ADC) for your home palliative care program?

Average daily census is the average number of people served in a single day during the reporting period; the figure is calculated by dividing the number of patient days by the number of days in the reporting period.

2. How many palliative care patients did you have on your service during the reporting period?

Please provide the total number of patients that were on your home palliative care service during the reporting period. These can be patients that were enrolled in previous years as well as new enrollees during the reporting period.

3. How many patients were new to your home-based palliative care program or enrolled in the palliative care program during the reporting period?

Please provide the total number of patients that were new to the program during the reporting period. This number should not include patients that were enrolled in previous years and still on the palliative care service. However, this number should include patients that went off the service and were re-enrolled during the reporting period. This number should be less than or equal to the previous question’s answer.

4. What was the total number of follow-up in-person visits completed by your home-based palliative care program during the reporting period?

Provide the number of follow-up in-person visits that your palliative care program provided during the reporting period. In-person visits can be provided by physicians, nurses, social workers, chaplains, administrative staff, volunteers, and other members of the palliative care team.

5. What was the total number of follow-up phone calls (excluding telemedicine) completed by your home palliative care team during the reporting period?

Provide the number of follow-up phone calls that your palliative care program provided during the reporting period. Follow-up calls can be provided by physicians, nurses, social workers, chaplains, administrative staff, volunteers, and other members of the palliative care team.

6. Does your palliative care team provide telemedicine services?

☐ Yes, audio and video (e.g., Skype)
☐ No, audio only (phone only)
☐ No

Telemedicine or telehealth can be defined broadly as the use of telecommunications technology to provide medical informational services to parties that are remote from each other. For this question, we define telemedicine as video conferencing. Telemedicine can increase utilization and access to palliative care specialists.

6a. If yes, approximately what percentage of your patients use telemedicine services?

Provide the approximate percentage of your palliative care patients that utilize the telemedicine services your program offers. This number should be less than 100%.

7. Considering all initial (first) palliative care in-home visits, who completes these visits? Provide percentage by provider type.

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td></td>
</tr>
<tr>
<td>Physician Assistant (PA)</td>
<td></td>
</tr>
<tr>
<td>Licensed Practicing Nurse (LPN)</td>
<td></td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
<tr>
<td>Case Manager</td>
<td></td>
</tr>
<tr>
<td>Chaplain / Spiritual Care provider</td>
<td></td>
</tr>
</tbody>
</table>

Other (specify)

For the first time that the palliative care program visits a patient in their home, who provides these visits? These numbers do not need to add to 100% as more than 1 person may be completing all initial visits with patients. For example, if the physician and APRN both provide all first in-home visits with patients, your response should show 100% for physicians and 100% for APRNs. If provided by a title not listed, please specify the title and percentage in the “other.”

8. Considering all follow-up in-home visits, who completes these visits? Provide percent of follow-up visits by provider type.

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
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<td></td>
</tr>
<tr>
<td>Case Manager</td>
<td></td>
</tr>
<tr>
<td>Chaplain / Spiritual Care provider</td>
<td></td>
</tr>
</tbody>
</table>

Other (specify)

For all follow-up in-home visits with patients, who provides these visits? These numbers do not need to add to 100%. If a social worker is present during all follow-up visits, you should put 100% for social worker and put the appropriate percentage for the other titles. If provided by a title not listed, please specify the title and percentage in the “other.”

9. Considering all follow-up phone calls (excluding telemedicine), who completes these calls? Provide percent of follow-up phone calls by provider type.
Physician
Physician Assistant (PA)
Licensed Practicing Nurse (LPN)
Psychiatrist / Psychologist
Case Manager
Chaplain / Spiritual Care provider
Other

Advanced Practice Registered Nurse (APRN) - includes NP, CNS, CRNA, CNM
Registered Nurse (RN)
Certified Nursing Assistant (CNA)
Social Worker
Community Health Worker
Volunteer
Other (specify)

For all follow-up phone calls with patients, who provides these calls? These numbers do not need to add to 100%. If provided by a title not listed, please specify the title and percentage in the “other.”

10. Considering all patient telemedicine contacts, who completes these? Provide percent of telemedicine contacts by provider type.

Physician
Physician Assistant (PA)
Licensed Practicing Nurse (LPN)
Psychiatrist / Psychologist
Case Manager
Chaplain / Spiritual Care provider
Other

Advanced Practice Registered Nurse (APRN) - includes NP, CNS, CRNA, CNM
Registered Nurse (RN)
Certified Nursing Assistant (CNA)
Social Worker
Community Health Worker
Volunteer
Other (specify)

If you indicated that your program provided telemedicine services (audio and video) for home palliative care patients, who is providing these video conferences? These numbers do not need to add to 100%. If a case manager is present on all telemedicine contacts and a chaplain joins half of those, you would put 100% for case manager and 50% for chaplains. If provided by a title not listed, please specify the title and percentage in the “other.”

11. What is the average amount of time (in minutes) spent traveling to/from in-home visits (round-trip)?

Approximately what is the average time spent traveling, round-trip, for in-home visits. Please provide the average in minutes.

12. What is the average distance traveled, round-trip, for in-home visits (in miles)

Approximately what is the average distance for a round-trip in-home visit for your palliative care program. Please provide the average in miles.

13. Does your palliative care team utilize public transportation for in-home visits?

Yes
No

Examples of public transportation include city buses, trolleybuses, trams, light rail and passenger trains, rapid transit (metro/subway/underground, etc.) and ferries.
1. Indicate the number of female and male palliative care patients seen by your program during the reporting period.

   Total Patients - ## (Module 2 Q2)
   Female
   Male

   Please indicate the number of female and male patients that were on your home palliative care service during the reporting period.

2. Indicate the number of palliative care patients, by age group, seen by your program during the reporting period.

   Total Patients - ## (Module 2 Q2)
   0 to 1 years
   18 to 44 years
   65 to 85 years
   86 years or more

   Provide a breakdown of your home palliative care patients by age.

3. Please provide the race/ethnic distribution of palliative care patients seen by your program during the reporting period.

   Total Patients - ## (Module 2 Q2)
   Black/African-American non-Hispanic
   Asian non-Hispanic
   Hawaiian Native/Pacific Islander non-Hispanic
   Other
   Other (specify)

   Provide a breakdown of your home palliative care patients by race/ethnicity. For patients where the race or ethnicity is not known, please include those in “Other/unknown.”

4. Please provide the number of home palliative care patients seen by your program, during the reporting period, by living situation at the time of referral.

   Total Patients - ## (Module 2 Q2)
   I cannot answer this question
   Living alone
   Living with spouse or other adult with limiting medical/physical conditions
   Living with another family member
   Living in an Assisted Living Community or Facility
   Other living situation

   Provide the number of palliative care patients by their living situation at the time of referral. Please select the category that best fits – if a category is missing from the list, please add it in under “other.” If you do not collect this data or are not able to answer this question for any reason, select “I cannot answer this question.”

5. Does your palliative care program require patients to be homebound?

   Yes
   No

   The patient is considered “homebound” if the patient cannot leave home without considerable and taxing effort. Palliative care patients do not need to be “bed bound” to be considered homebound.

5a. If no, approximately what percentage of your palliative care patients are considered homebound (unable to leave their homes)?

   The patient is considered “homebound” if the patient cannot leave home without considerable and taxing effort. Palliative care patients do not need to be “bed bound” to be considered homebound.

6. What is the distribution of your palliative care patients by primary insurance coverage?

   Total Patients - ## (Module 2 Q2)
   I cannot answer this question
   Medicare (including Medicare Advantage)
   Private Insurance
   No insurance
   Medicaid
   TRICARE or other military health care
   Other

   Please provide the number of your patients in the following primary insurance coverage groups. The Medicare category should also include Medicare Advantage. For patients without insurance, please use the “no insurance option” and for insurance types that do not fit any of the options, include those in “other.” If you cannot provide this data, please select “I cannot answer this question.”
Module 4 Referral Source, Diagnosis, and Code Status

1. Where do your referrals come from? Provide the number of home palliative care patients by referral source during the reporting period.

Total Patients - ## (Module 2 Q2)

☐ I cannot answer this question

<table>
<thead>
<tr>
<th>Referral Source</th>
<th>Number of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office-based or outpatient primary care practice</td>
<td></td>
</tr>
<tr>
<td>Health Plan</td>
<td></td>
</tr>
<tr>
<td>Hospice</td>
<td></td>
</tr>
<tr>
<td>Group home</td>
<td></td>
</tr>
<tr>
<td>Community service agency / organization</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

We are interested in learning from where home palliative care patients are referred. Please provide the percent breakdown of your palliative care patients during the reporting period by referral source. If there is a referral category that does not fit any of the options, please add it in “other.” If you cannot provide this data, please select “I cannot answer this question.”

2. Indicate the number of home palliative care patients seen in the following primary underlying diagnosis groupings (secondary categories are optional)

Total Patients - ## (Module 2 Q2)

☐ I cannot answer this question

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Number of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complex chronic conditions/failure to thrive/frailty</td>
<td></td>
</tr>
<tr>
<td>Cardiac</td>
<td></td>
</tr>
<tr>
<td>Cardiac Arrest</td>
<td></td>
</tr>
<tr>
<td>Other Cardiac</td>
<td></td>
</tr>
<tr>
<td>Hematological</td>
<td></td>
</tr>
<tr>
<td>Pulmonary</td>
<td></td>
</tr>
<tr>
<td>Pneumonia</td>
<td></td>
</tr>
<tr>
<td>Neurologic/stroke/neurodegenerative</td>
<td></td>
</tr>
<tr>
<td>Vascular</td>
<td></td>
</tr>
<tr>
<td>Infectious/Immunological</td>
<td></td>
</tr>
<tr>
<td>Hepatic</td>
<td></td>
</tr>
<tr>
<td>Endocrine/Metabolic</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

Provide the total number of home palliative care patients in the disease/diagnostic groups. These should represent the underlying or primary diagnosis category. Secondary categories are not required, but if available, should add up to the total number in the primary category. If you do not track this information or are not able to access it, please check off “I cannot answer this question.”
1. Does your palliative care program offer any of the following services for patients in the home? (check all that apply)
   - Assistance with Patient Activities of Daily Living (ADLs)
   - Case Management/Patient Navigator
   - Care Transitions
   - Our home palliative care program does not provide any of these services
     Please identify which, if any, of the above services you provide to your home palliative care patients. Care Transitions can include the coordination of care for a patient when transferring off of the home palliative care service.

2. Select the top three reasons given by referring providers for the initial palliative care consult
   - Pain
   - Non-pain symptoms
   - Establishing goals of care
   - Advance care planning
   - Withdrawal of treatment
   - Education or counsel support
   - Coordination of care
   - End of life or hospice referral
   - Other, specify

3. Which of the following does your palliative care program document? (check all that apply)
   - Goals of care
   - Surrogate decision maker (name and contact information)
   - Life sustaining treatment preferences
   - Advance directive
   - Code Status and/or Do Not Resuscitate order
   - Physician Orders for Life-Sustaining Treatment (POLST)
   - Other, specify

4. Do you have policies or procedures in place for the following? (check all that apply)
   - Regularly scheduled in-person patient/family meetings
   - Palliative Care Team Wellness
   - Staff Education and Training
     Examples of a regularly scheduled meeting can include a set time and/or number of days between which the care team meets with a patient and their family to discuss the current plan of care. Common examples of team wellness activities are team retreats, regularly scheduled patient debriefing exercises, relaxation-exercise training, and individual referral for staff counseling. Educational activities are offered to palliative care team members or other health professionals to help improve the quality of care provided to patients and their families.
1. Does your home palliative care program use an Electronic Health Record (EHR) for management of the patient's health care?
   - Yes
   - No

An Electronic Health Record (EHR) is an electronic version of a patient's medical history, that is maintained by the provider over time, and may include all of the key administrative clinical data relevant to that person's care under a particular provider, including demographics, progress notes, problems, medications, vital signs, past medical history, immunizations, laboratory data and radiology reports.

1a. If yes, what Electronic Health Record (EHR) do you use?

If your home palliative care program has an electronic health record, please list the name of the electronic health record here.

1b. If yes, do you use mobile technology, like a tablet or laptop computer, to record patient information, at the point of care, into the Electronic Health Record (EHR)?
   - Yes - we use mobile technology connected to our EMR
   - Yes - we use mobile technology, but it is not connected to our EMR
   - No - we do not use mobile technology

Please select which answer best represents your palliative care program and the use of tablets, laptops, or smartphones to record patient information into the electronic health record.

2. Do you use any mobile applications (apps) in your practice?
   - Yes
   - No

A mobile application, most commonly referred to as an app, is a type of application software designed to run on a mobile device, such as a smartphone or tablet computer. Home programs may use mobile applications for recording patient information, sending documents, ordering labs, or communicating with patients or their team.

2a. If yes, please list the mobile applications that your program uses:

Provide the name of the apps that your palliative care program uses in its practice. These apps should be relevant to the services that your palliative care program provides.
Module 7 Discharge Status and Length of Service

1. Of all active patients for this reporting period, provide the number of patients, broken down by patient disposition.

   Total Patients - ## (Module 2 Q2)

   - Deceased
   - Transferred to hospice services
   - Remained on Home Palliative Care Service
   - Disenrolled from Home Palliative Care Service
   - Other
   - Other, specify

   Provide the number of patients that fell into the listed dispositions during the reporting period. If a category is not listed, please add it in the “other” option.

2. Approximately what is the average length of service (in days) for patients on your palliative care home program?

   Provide the average length of stay on the palliative care service from admission date to discharge (or death) date for all patients on your service during the reporting year. This number should be reported in the number of days to 0.0 decimals.
1. Which of these disciplines constitute your palliative care team? What is the head count (HC) and full-time equivalent (FTE) for each discipline?

<table>
<thead>
<tr>
<th>Staffing Head Count</th>
<th>Staffing FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician (MD/DO)</td>
<td></td>
</tr>
<tr>
<td>Advanced Practice Clinician - includes APRN, NP, CNS, CRNA, CNM</td>
<td></td>
</tr>
<tr>
<td>Physician Assistant (PA)</td>
<td></td>
</tr>
<tr>
<td>Registered Nurse</td>
<td></td>
</tr>
<tr>
<td>Medical Residents / Fellows</td>
<td></td>
</tr>
<tr>
<td>Licensed Practical Nurse (LPN)</td>
<td></td>
</tr>
<tr>
<td>Certified Nursing Assistant (CNA)</td>
<td></td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
<tr>
<td>Chaplain/Spiritual Care</td>
<td></td>
</tr>
<tr>
<td>Patient Navigator</td>
<td></td>
</tr>
<tr>
<td>Case Manager</td>
<td></td>
</tr>
<tr>
<td>Physical/Occupational Therapist</td>
<td></td>
</tr>
<tr>
<td>Speech Therapist</td>
<td></td>
</tr>
<tr>
<td>Music/Art Therapist</td>
<td></td>
</tr>
<tr>
<td>Child life specialist</td>
<td></td>
</tr>
<tr>
<td>Dietician/Nutritionist</td>
<td></td>
</tr>
<tr>
<td>Pharmacist</td>
<td></td>
</tr>
<tr>
<td>Administrator (non-physician)</td>
<td></td>
</tr>
<tr>
<td>Hospice Liaison</td>
<td></td>
</tr>
<tr>
<td>Medical Director (non-clinical time)</td>
<td></td>
</tr>
<tr>
<td>Administrative Support</td>
<td></td>
</tr>
<tr>
<td>Other, Specify</td>
<td></td>
</tr>
</tbody>
</table>

For each professional discipline listed, provide the total number of individuals in that role (headcount) and the number of full-time equivalents (FTEs) those individuals represent. Staff numbers should represent staffing dedicated to the palliative care program at this specific site of care and match the time period for which patient volume is being reported. The head count and FTE indicated can be funded positions (included in your palliative care budget), in-kind (not funded in the palliative care budget but
funded from elsewhere in your organization's budget), or volunteer (not supported by your budget or your organization). Examples: A full-time staff member represents 1.0 FTE, whereas a half-time member would be 0.5 FTE. A palliative care team of 6 physicians where each physician works 25%, would be a head count of 6 and 1.5 FTEs. For programs that serve multiple locations: if a palliative care physician spends half her time in the inpatient setting and the other half of her time in the home setting, the table above for physician would be 1 Headcount and 0.5 FTE for time spent on the home-based palliative care service.

2. Do any members of your team have certification in hospice and palliative care?

☐ Yes
☐ No

Staff certified in palliative care or palliative medicine can include physicians, advanced practice registered nurses, registered nurses, chaplains, or social workers. Include the following: - Physicians board-certified in Hospice and Palliative Medicine by the American Board of Medical Specialties (ABMS). - Advanced Practice Nurses and Registered Nurses board-certified by the Hospice and Palliative Credentialing Center (HPCC). - Chaplains certified in hospice and palliative care by the Association of Professional Chaplains/Board of Chaplaincy Certification or the National Association of Professional Chaplains. - Social Workers who are certified in Hospice and Palliative Social Work (CHP-SW) from the National Association of Social Workers (NASW). Social Workers may hold either a CHP-SW or be Advanced Certified in Hospice and Palliative Social Workers (ACHP-SW).

2a. If yes, indicate the number (headcount) of staff members with palliative care certification

<table>
<thead>
<tr>
<th>Physicians</th>
<th>Advanced Practice Registered Nurse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse</td>
<td>ChaplainSpiritual Care</td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
</tbody>
</table>

Staff certified in palliative care or palliative medicine can include physicians, advanced practice registered nurses, registered nurses, chaplains, or social workers. Include the following:

• Physicians board-certified in Hospice and Palliative Medicine by the American Board of Medical Specialties (ABMS).
• Advanced Practice Nurses and Registered Nurses board-certified by the Hospice and Palliative Credentialing Center (HPCC).
• Chaplains certified in hospice and palliative care by the Association of Professional Chaplains/Board of Chaplaincy Certification or the National Association of Professional Chaplains.
• Social Workers who are certified in Hospice and Palliative Social Work (CHP-SW) from the National Association of Social Workers (NASW). Social Workers may hold either a CHP-SW or be Advanced Certified in Hospice and Palliative Social Workers (ACHP-SW).

3. Does your palliative care program provide 24/7 availability for patients?

☐ Yes
☐ No

24/7 availability means that your palliative care patients and their families have access to you 24 hours a day, 7 days a week. 24/7 coverage can include in-person, telephone, and/or telehealth access.

3a. If no, what times do you have coverage? (Check all that apply)

☐ Weekday, days
☐ Weekday, evenings
☐ Weekday, nights
☐ Weekend, days
☐ Weekend, evenings
☐ Weekend, nights

If you do not provide 24/7 coverage for your patients and families, please indicate which times you do have coverage. Coverage can include in-person, telephone, and/or telehealth access.

4. Approximately what percent of your total program budget comes from the following sources (should add to 100%):

☐ I cannot answer this question

<table>
<thead>
<tr>
<th>Financial support from hospital or other parent organization (including salary stipends, not including philanthropy)</th>
<th>Fee for Service clinician billing (including Medicare Part B)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subsidy from partner organizations</td>
<td>Bonus payments for quality measures</td>
</tr>
<tr>
<td>Philanthropic and foundation support</td>
<td>Financial contracts/service agreements with other providers or vendors (where you do not bill the payer directly)</td>
</tr>
<tr>
<td>Other</td>
<td>Not funded</td>
</tr>
<tr>
<td>Other, Specify</td>
<td></td>
</tr>
</tbody>
</table>

Provide an approximate breakdown of your total program budget. The sum should equal 100%. If your funding comes from a category that is not listed, please add it under “Other.” If you cannot answer this question, please select “I cannot answer this question.”

5. Which of the following quality metrics do you track? (Check all that apply)

☐ Hospital Admissions per 1,000 patients
☐ Emergency Department Visits per 1,000 patients
☐ Non-hospital deaths
☐ Hospice length of stay (mean / median)
☐ Program length of stay (mean / median)
☐ Patient Satisfaction
☐ Family Satisfaction
☐ Other
If you do not provide 24/7 coverage for your patients and families, please indicate which times you do have coverage. Coverage can include in-person, telephone, and/or telehealth access.