**P2P Provider-to-Provider toolkit**

Arizona’s Provider-to-Provider (P2P) Warmline is an educational resource for rural providers regarding COVID-19. The P2P warmline is a novel platform, which allows providers to contact specialists and get information about the latest Centers for Disease Control (CDC) guidelines on COVID vaccines, treatment of acute infections, and the latest on Long-COVID care. Within 24 hours, specialists will respond to queries with up-to-date guidance and educational information.

Use this toolkit to help get the word out about this new resource for healthcare providers.

**Provider-to-Provider Warmline**

**P2P Warmline**

**1(833) 937-1777**

**callazp2p.arizona.edu**



**Sample blogpost/newsletter boilerplate:**

P2P: Innovating the Road A.H.E.A.D.

Born out of the particular needs of rural communities, then escalated by the COVID-19 crisis, telehealth has become an increasingly viable resource for patients to meet their health requirements outside of traditional office settings. A partnership between the AHEAD team and the UArizona College of Medicine, Dr. Sai Parthasarathy is spearheading a program that seeks to better equip rural physicians to treat COVID-19 patients. The Provider-to-Provider Warmline (P2P) is a novel platform where physicians can either call or write into an on-call physician with de-identified patient data and seek advice on how best to approach their unique patient cases. Within 24 hours they will have a response. Benefits to providers may include:

Dissemination of timely COVID Guidance

Reduction of physician burnout

Financial benefits for rural hospitals

**Detailed announcement:**

P2P: The Architecture Connecting Physicians

Of the many challenges facing rural communities across the United States, access to specialized health care should no longer be amongst them. At the onset of the COVID-19 pandemic, telehealth appointments between patients and providers saw a 17% baseline increase from the year prior (Bestenny et al, 2022). While urban communities outpaced their rural counterparts in telehealth uptake, telemedicine has become an increasingly viable resource for patients to meet their health requirements outside of traditional office settings. As a result, upstart communication frameworks are emerging to catalyze innovation into every corner of the medical field. This trend begs the question, how else may the health community utilize telehealth resources, beyond the patient and provider interaction, to better address health outcomes in rural and at-risk communities?

Alongside a partnership between the AHEAD team and the UArizona College of Medicine, Dr. Parthasarathy is spearheading a program that seeks to answer that question, while aiming to better equip rural physicians to treat COVID-19 patients. The Provider-to-Provider warmline (P2P) is a novel platform, which allows physicians to contact an on-call physician and seek advice on how best to approach their unique de-identified patient cases. Within 24 hours, critical care specialists will respond with the most up-to-date guidance on how to manage the case. While endeavoring to improve patient outcomes, the anticipated impacts of this warmline include:

1. Dissemination of Timely Information- As the pandemic rapidly shifts and evolves, so too does the latest guidance on the best medical approaches. Too often physicians must spend valuable time parsing through latest CDC guidance on treating COVID cases from breakthrough infections to long-haul COVID. The P2P warmline will effectively exist as a singular resource for physicians to access and better distill information.

2. Reduction of Physician Burnout- By cutting down on the additional time spent researching, the P2P line will help to eliminate some of the burdens facing rural physicians and help to reduce the stress that has been escalating as we enter the third year of the pandemic.

3. Financial Benefits- With additional resources and support, rural physicians may be able to keep more patients admitted locally, rather than transferring them to specialists in urban areas providing a potential financial benefit to rural hospitals (Mcgrath, 2021).

To learn more about the P2P Warmline, please contact Michelle Moore, mmoore4@arizona.edu

Citations:

Bestsennyy, O., Gilbert, G., Harris, A., & Rost, J. (2021, July 22). Telehealth: A quarter-trillion-dollar post-covid-19 reality? McKinsey & Company. Retrieved February 11, 2022, from https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/telehealth-a-quarter-trillion-dollar-post-covid-19-reality

The National Institutes of Health Office of Disease Prevention. (2021). Improving Rural Health Through Telehealth-Guided Provider-to-Provider Communication — Day 2 (P2P). YouTube. Retrieved February 11, 2022, from <https://www.youtube.com/watch?v=9THS9uIM6qg&t=7139s>.

**Visual assets for download:**

Flyer <https://crh.arizona.edu/sites/default/files/2022-08/20220801_P2P_Flyer.pdf>

Instagram post <https://crh.arizona.edu/sites/default/files/2022-08/FB-post-female-drArtboard-2.png>

Facebook post <https://crh.arizona.edu/sites/default/files/2022-08/FB-post-female-drArtboard-1.png>

Banner: <https://crh.arizona.edu/sites/default/files/2022-08/FB-post-female-drArtboard-3.png>