

"At home, with care": lessons from New York City home-based primary care practices managing COVID-19.

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The COVID-19 pandemic has resulted in numerous [challenges](#) for delivering health care to [medically complex](#) patients. This qualitative study explored how home-based primary care practices (HBPCs, which deliver care to individuals lacking access to traditional primary care) provided patient care during the pandemic. Strategies included increased use of virtual care, communication tools such as [daily huddles](#), and mental health services for patients experiencing depression and isolation.