

COVID-19 EOP all-staff update 6/17/20

PPE Update:

Due to continued increases in patients under COVID-19 precautions in facilities and in the hospital setting, **goggles and a mask are now required within 6 feet of patient or family in the hospital and facilities. A medical mask and goggles are required for care provided within 6 feet of a patient or family in a patients home.** A face shield may be used as well, but **goggles are required.** PPE per orders is to be used on all COVID-19 and PUI patients.

Building Access Doors

Effective Monday, June 22, 2020 all staff entering the following buildings, must enter through the designated doors and screen at the temperature screener and sanitize hands. Access to other doors will be disabled.

- Aunt Janet's House - Front door
- The Lyon Center - Front automatic double doors
- Smith Building - Front lobby door or door through Memorial Garden near breakroom
- Frances Georgeson Hospice House (HHG) - Front lobby door

COVID-19 Mandatory Staff Testing

Advanced Medical will be on site this week on Thursday, June 18. Direct care clinical staff and those who support them will receive testing. Avow employees only!

Avow will provide the testing as a drive-thru service at the Ispiri community center on the Avow campus:

June 18: 2:00 PM – 7:00 PM

Drive thru service, stay in your car and BRING your AVOW badge for identification.

The following groups of people are required to be tested:

- All direct patient care staff

- All HHG staff, including all screeners who may work in the HHG moving forward (including Foundation, Volunteer Services Staff, HR, and Accounting)
- All other staff who may do fieldwork
- All other staff who make contact with the clinical staff on campus to include the following departments: IT, scheduling, clinical administrative assistants, Patient Access, Dietary/Housekeeping, and Facilities.

Advanced Medical will send the results securely and directly via a third party encrypted messaging service to you no later than Friday, June 19, 2020 via your work email. It's crucial that you keep the email sent on behalf of Advanced Medical in case you are requested to provide it to any of the Assisted Living Facilities or Skilled Nursing Facilities where you see patients or may be required to see patients in the near future. Follow the instructions within the email that will contain a link to an external encrypted site for retrieval of results.

If you receive a positive result, you must report this to Avow's Employee Health group immediately, for further instructions and guidance.

If you have been tested since June 7th, you will not be required to be tested but will attest that you have been tested previously. Please send your attestation to employeehealth@avowcares.org. Do not send results to Employee Health.

You may receive an email to open a link to a "patient portal" and set up an account to communicate with the provider's office. The email will look similar to what is below. This was sent by Advance Medical in error and is not required to address. Please follow the instructions above on accessing your results.

[Set up Portal Account](#)

Through the Patient Portal, you will be able to

- ask questions of doctors, nurses, and staff members
- request prescription refills and referrals
- set up appointments
- examine your current and past statements

... all from the comfort of your home, whenever it is convenient for you!

By using the Patient Portal you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you on the Portal. You no longer have to call with a question or concern; you can send a message to the office through the Portal and expect a prompt reply.

Begin today to take an active role in managing your health care.

COVID-19 Exposure and Contact Tracing

At Avow, the Organization and the Infection Control team are dedicated to ensuring the upmost safety and health of all our employees. When someone tests positive for COVID-19, the Infection Control team will work with the individual and the health department to determine who needs to be contacted and who potentially may need to be tested. We do this while making confidentiality of our employees a priority.

Individuals with COVID-19 may unknowingly spread the virus up to two days before they start exhibiting symptoms. The Infection Control team conducts contact tracers to determine who they came into contact with and if the contact may have led to an exposure to the virus. We follow the CDC guidelines and these guidelines state that 15 minutes or more in close contact (less than 6 feet) would constitute an exposure to the virus, unless both individuals were wearing a mask. Longer time spent increases risk as does closeness. Longer interactions and those without masks are higher risk, as are interactions where an individual coughs or sneezes.

Scam Alert

The Health Department has asked that we notify the organization that they are receiving calls from residents saying they are being called by the Florida Department of Health and being asked for personal and medical information before they can get their COVID results. These are scam calls.