

Erie Coronavirus (COVID-19) Updates UPDATED as of 4/14/2020

The information in this document will be updated daily.

Each day's NEW or REVISED information appears at the top – above the red line. This is the information you MUST read.

You may use the links to the right to navigate directly to each section.

Important Links:

[Current Clinical Protocol](#)

[Current PPE Procedure](#)

[Staff Monitoring and Management Protocol](#) Updated 4/14

[Updated Patient and Staff Resource List](#)

[Ways To Support Erie Family Health Centers](#)

[Donate to Erie via payroll deduction](#)

[Provider North Hub Schedules](#)

[Provider South Hub Schedules](#)

Have you...?

- [Completed your Temporary Telecommuting Agreement in Paycom? DUE 4/24](#)
- [Sent your Thank You photo or video?](#)
- [Submitted your "Work From Home" selfie?](#)
- [Watched the first installment of Lee TV?](#)

Today's Latest Information

Note: Please read the information below, above the red line. This is the only new or updated information for today. We will continue to share the archive of information listed below the red line, as it contains a record of information that may be useful.

CLINICAL UPDATES

There were 1,222 new cases and 74 new deaths in the state of Illinois in the past 24 hours. That brings the state's totals to 23,247 cases and 868 lives lost. There is promising data that we are bending the curve -

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thank you for continuing to follow social distancing guidelines and the infection control protocols at Erie.
Keep up the great work!

The Infection Control Team has **updated the staff monitoring and management protocol today**. We continue to work on substantial changes to the patient and PPE protocols, stay tuned for those changes. If you have questions regarding patient management or are unsure and need additional guidance, please **first review the [COVID 19 protocol](#)** and the archived clinical updates below. If you still have clinical questions, please contact infectioncontrol@eriefamilyhealth.org

Here is a summary of the changes to the staff protocol:

1. We have updated the list of symptoms that are consistent with COVID-19 infection in our healthcare staff. Increasing evidence is showing a prevalence of GI symptoms in COVID patients. This includes abdominal pain, nausea, vomiting and diarrhea. We are also hearing this from a variety of hospital partners in Chicago. As we have discussed before, loss of senses of taste and smell are also commonly experienced in COVID infection. Staff members with these symptoms will be excluded from work until they meet the symptom-based criteria to return to work, which is unchanged. Symptomatic Erie employees can return to work when they meet two requirements:

Whichever is longer of a) and b):

- At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath or sore throat).

OR

- At least 7 days have passed *since symptoms first appeared*

AND

- Improvement in respiratory symptoms. (Note: complete resolution of cough is not a necessary criterion to return to work).

2. Erie employees who test positive for COVID at a hospital or their primary care provider will follow the same symptom-based return to work criteria listed above. The employee will **not** be required to have 2 negative follow-up tests.

3. If an Erie employee tests positive for COVID, we will notify site leadership via email with reminders for all staff to actively monitor their health. **As a reminder, ALL Erie staff who are on site should be wearing a mask unless in an office alone with the door closed and should have their temperatures taken every 4 hours.**

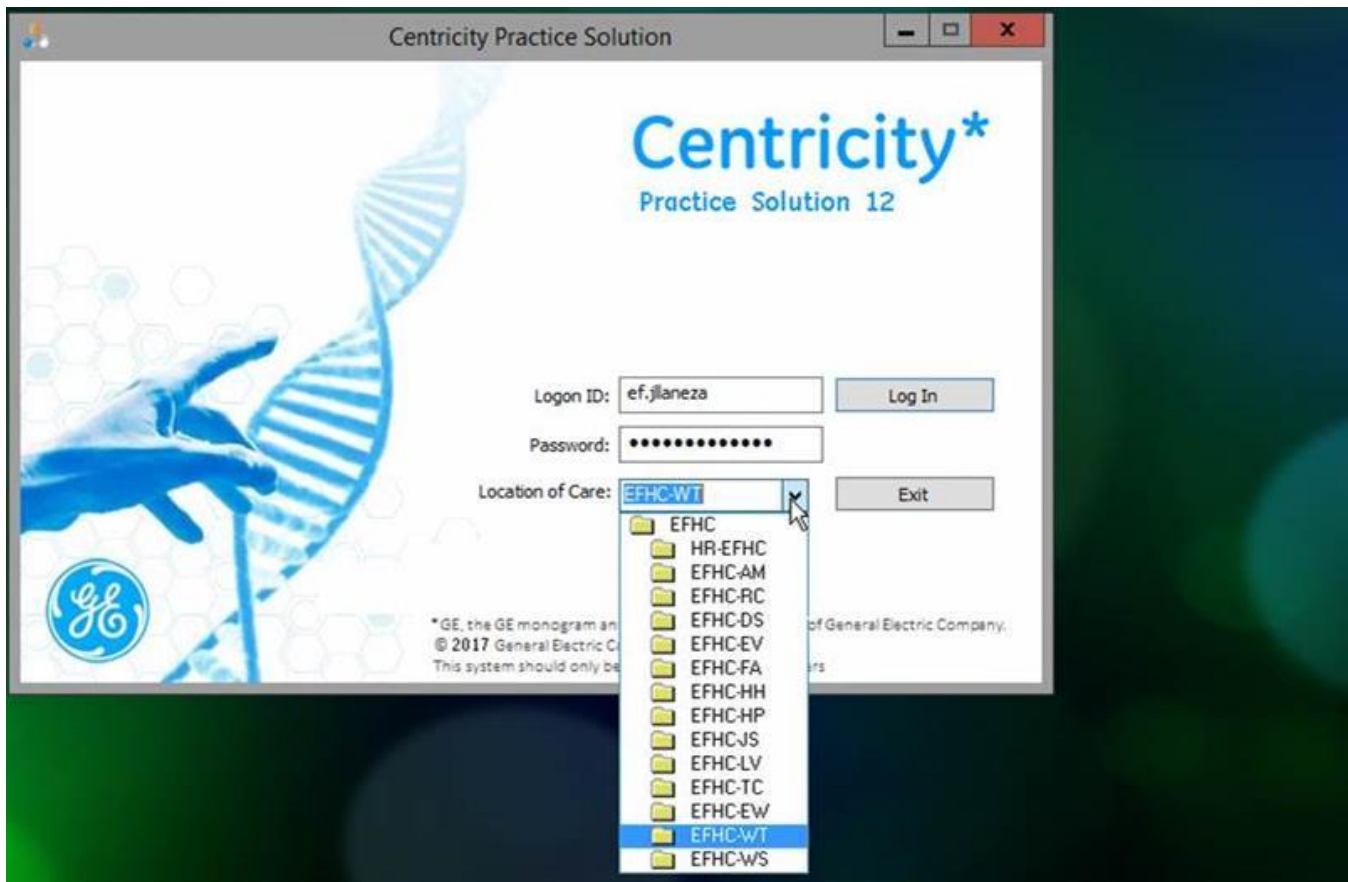
4. Reminder to all employees who develop symptoms to email Karelle Webb, HR and your supervisor immediately. **Do not come to work if you are sick -- that includes GI and respiratory symptoms, as well as loss of the senses of taste and smell.**

OPERATIONS UPDATES

EMR Location of Care

Providers and care teams: please remember to adjust the “Location of Care” when you log into the EMR.

- This needs to **match the location where your appointments are scheduled, regardless of your physical location.**
 - For example: preceptors who are supervising residents at Humboldt Park in the morning who have an afternoon telehealth schedule at West Town need to select “EFHC-WT” as their location when conducting the telehealth visits.
- If the “Location of Care” field does not seem to be “active” when you are logging in, **hit the tab button** after entering your password to activate the field. This will allow you to select your location from a drop-down menu.



CareMessage Access

Please do NOT request through the CareMessage website. If you need CareMessage access, please email Bridget Wagner at bmagner@eriefamilyhealth.org.

Provider Schedules

Links to the master provider schedules for the North and South Hubs can be found in the “Important Links” section.

POLICY UPDATES

Call to Action!

Congress is negotiating a 4th stimulus package *right now*, and additional funding for community health centers is on the table. **We need Congress to know this is worth fighting for!**

Go to <https://www.hcadvocacy.org/takeaction/email/> for a very quick and easy way to send emails to your representatives in Washington.



We are asking for additional emergency funding as well as a long term extension of our Community Health Center, Teaching Health Center, and National Health Service Corps funding streams.

ERIE'S GOT YOUR BACK: RESOURCES FOR YOU

The City of Chicago has created a [website](#) to offer a variety of FREE resources and supports for healthcare workers and first responders during the COVID-19 pandemic, including:

- Free virtual support groups provided by NAMI-Chicago
- Free individual and group psychotherapy provided by CDPH
- A mental health resource dashboard featuring free apps, self-assessments, hotline supports, video tutorials, and fact sheets hosted by CDPH
- Hotel-based housing provided by the City of Chicago for healthcare workers and first responders wishing to temporarily live separately from family due to concerns about exposure to COVID-19
- Free access to childcare provided through a partnership with Sittercity or provided by Illinois Department of Human Services (IDHS) Child Care Assistance Program
- Free and discounted transportation options from PACE, Metra, Divvy, and CTA

Question of the Day

Monday's Question of the Day: An employee has traveled outside of the U.S. and comes back on April 13, 2020. According to the CDC and Erie guidelines – how long do they need to be in quarantine after their return?

- 7 days
- 3 days
- **14 days**
- They can come back immediately if they have no symptoms
- 30 days

Winner: **Altamush Jindani, Community Health RN!** Fun fact about Altamush – he speaks five (5!!) languages.



Today's Question of the Day:

The first edition of Lee TV was filmed, in part, at which Erie site?

[Click here to answer this question](#)

Participants who answer correctly will be entered into a raffle to win a cool prize!

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Information and Resource Archive

Note: There is no new information in these sections below the red line. However, there may be information stored here that remains useful.

CLINICAL UPDATES

If you have questions regarding patient management or are unsure and need additional guidance, please **first review the COVID 19 protocol** and the archived clinical updates below. If you still have clinical questions, please contact infectioncontrol@eriefamilyhealth.org

Archived Clinical Updates

- [COVID Protocol](#) (last updated 4/6)
- Testing authorization is **no longer** required to send specimen samples to the IDPH lab. This is great news and eliminates the process for requesting authorization codes online. The IDPH testing criteria remain unchanged from the COVID protocol.
- To support outbreak management efforts, providers should immediately (within 3 hours) report the following scenarios to the local health department:
 - A cluster of 2 or more suspect cases of COVID-19 among residents/employees of residential congregate settings that serve vulnerable populations.
 - Any resident or staff member from a congregate setting with suspected or lab-confirmed COVID-19.
- If you learn of an Erie patient who tested positive for COVID outside of Erie (i.e. at a hospital) and the patient has been seen for an **in-person visit** at one of our clinics in the 3 weeks prior to diagnosis,

please submit an incident report so we can track this. As a reminder, staff members who were exposed to COVID can continue to work as long as they do not have any symptoms.

The CDC has issued new guidance asking all people to cover their faces (noses and mouths) when outside the home. This aligns closely with our new **universal masking** policy for all staff. We are also including information and videos on how to make your own covering in our patient emails, social media and Erie website.

- When scheduling patients for well **OR** urgent care visits, educate patients on covering their nose and mouth with household items. We have included a script for PAC, Nurses, and Providers to review with patients anytime an in-person appointment is scheduled at our health centers.
- Cloth face coverings should **not** be placed on young children under age 2, anyone who has trouble breathing, is unconscious, or otherwise unable to remove the mask without assistance.
- If a patient presents to the health center with respiratory symptoms and is already wearing a face covering, there is no need to give them a surgical mask. This will help protect our PPE supply.
- Updated information was included for asthmatic patients with COVID symptoms:
 - As a reminder, the use of nebulizers is **not recommended** for patients with COVID-like illness. Patients should be advised to use their inhaler with a spacer at home or to bring both those items with them if they are coming to the health center for an appointment. Estimates on equivalency varies, but a reasonable approach is to use 6-10 puffs of albuterol with spacer instead of nebulized albuterol. Please review additional asthma care updates in the most recent version of the COVID protocol above.

ASCCP Interim Clinical Guidance for Abnormal Pap Diagnostic and Treatment Procedures

In settings where all non-essential medical office visits and elective procedures have been suspended, ASCCP recommends the following:

- Diagnostic evaluations for patients with **low-grade** cervical cancer screening tests may be postponed up to 6-12 months.
- For patients with **high-grade** cervical cancer screening tests, there must be documented attempts to contact the patient and diagnostic evaluation scheduled within 3 months.
- Patients with **high-grade** cervical disease without suspected invasive disease should have documented attempts to contact the patient and procedures scheduled within 3 months.
- Patients with **suspected invasive disease** should have contact attempted within 2 weeks and evaluation within 2 of that contact (4 weeks from the initial report or referral).

Updated Employee Personal Protective Equipment (PPE) Guidance

- [PPE Use and Extended Use Protocol](#) (last updated 3/31)
- PPE should be worn until visibly soiled, damaged or the masks are difficult to breathe through. There is no prescribed time period, it depends on the condition of the equipment. PPE should **not** be transferred between sites. We continue to work with multiple vendors and sources to increase Erie's

supply of PPE. If you have additional questions on how to don and doff re-used PPE, please watch this video: <https://www.youtube.com/watch?v=W0drGVC1hrE>.

- As a note regarding extended use of isolation gowns, there is a risk for contamination with removing the gown over the head. At the beginning of the shift, **cut the neck strap** of the clean gown down the middle to create two makeshift ties that can be tied and un-tied when putting on and taking off the gown. This will minimize risk of face contamination. Our PPE team is working hard to source additional gowns. If you have questions about PPE availability or supplies, please contact your HCO Director.

Tips to Avoid Taking COVID-19 Home from Work:

Source: American College of Physicians

Before Work

- Remove watches and jewelry
- Wear clean scrubs to work and bring a change of scrubs in a washable bag
- Carry your lunch in a disposable bag
- Do not wear nail polish, as it can impede proper hand hygiene

During Work

- Sanitize your phone, ID badge, glasses, and stethoscope
- Hand hygiene before/after patients AND when touching new surfaces (doorknobs, computer, etc.)
- **Sanitize the break room** or lunch area before you eat lunch
- Wear the appropriate PPE as directed by our PPE extended use guidelines

After Work

- Place scrubs in washable bag and wear clean clothing/scrubs home
- If possible, leave your work shoes at work or leave work shoes in garage
- Shower immediately at home
- Place water bottles/Tupperware in dishwasher
- Practice self-care and wellness activities for at least 1hr/day

Updated Staff Exclusion and Monitoring Guidance

3. [Staff Monitoring and Exposure Protocol](#) (last updated 3/31)

Frequently asked questions:

- Any staff member who develops symptoms of any kind should stay home, send an email to HR, their supervisor and infectioncontrol@eriefamilyhealth.org . No one can return to work until cleared by our Infection Control Officer, Karelle Webb.
- The **only** patients that Erie will provide COVID-19 testing for are residents or staff members of congregate living facilities (nursing homes, correctional facilities, etc.) or patients on dialysis. We do not provide tests of cure.
- If you are contacted by someone looking to donate PPE to Erie, please send those requests to Ryan Lee at rlee@eriefamilyhealth.org
- No staff member with symptoms consistent with COVID-19 can return to work sooner than what is described in the symptom-based strategy in the Staff Monitoring and Exclusion Protocol. Even if you are feeling well before this happens! Symptomatic Erie employees can return to work when they

meet two requirements:

- **Whichever is longer** of a) and b):

a) At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath or sore throat).

OR

b) At least 7 days have passed *since symptoms first appeared*

AND

- **Improvement in respiratory symptoms.** (Note: complete resolution of cough is not a necessary criterion to return to work)

If Erie staff choose to get tested by their own healthcare provider outside of Erie, staff must meet the test-based criteria to return to work. If you test **positive** for COVID-19, two negative tests at least 24 hours apart are required for the test-based return to work criteria. This is a total of 3 COVID-19 tests.

Many staff have asked about the risk for COVID-19 in pregnancy. Current minimal evidence suggests that pregnant women are no more likely to become infected with COVID-19 than non-pregnant women. Most cases of COVID-19 cause mild to moderate symptoms such as cough and fever. However, a small number of young healthy people (< 45 years old) get severe symptoms and require hospitalization and potential respiratory support. For more information on COVID-19 in pregnancy, visit:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/pregnant-women-faq.html>

Other Clinical Updates:

- Due to concerns with the service provided and extremely long wait times, Erie has stopped using our external nurse answering service, Call4Health. Many thanks to the nurses and providers who have stepped up to ensure we can provide high-quality care to patients on the phone 24 hours a day, 7 days a week!
- There are many teams and people working on the various projects to keep our staff safe and to implement Erie's new care model. To help folks understand where to direct questions, we have created this grid:

Email	Types of Questions
Infectioncontrol@eriefamilyhealth.org	PPE, COVID clinical protocol, sick employee, employee travel questions, COVID testing
Covidops@eriefamilyhealth.org	Telehealth, scheduling appointments at urgent or well care clinics, new patient workflow

Provider Updates

- Thank you for your thoughtful questions submitted at the April 1st Provide Grand Rounds. The Q&A was sent to all providers Monday, April 6th. If you missed it, you may access it [here](#).
- Erie is working hard to make the world of telehealth easier to navigate for our providers. Providers have requested to be able to use CME funds to purchase a tablet to make documentation easier

while communicating with patients. This is a great idea! As a one-time exception to the restriction on using CME funds for hardware, a provider **can** use their FY2020 CME funds to purchase a tablet. Reminder that any apps or app upgrades that contribute to your education as a provider or provision of services is also an acceptable use of CME funds.

Updates to Malpractice/Liability Insurance for Healthcare workers

There are two updates to malpractice / liability insurance coverage for health care workers. **Bottom line up front: at this moment, there is NO coverage or arrangement in place for additional activities through employment at Erie;** Erie has not arranged ANY additional roles at our hospital or any other setting for our staff. Updates will come through this communication as they arise. If interested in more details:

- HRSA has released guidance that increases flexibility for FQHC staff to participate in inpatient activities for non-Erie patients in response to the COVID-19 public health emergency. Providers will need an employment agreement addendum for these benefits to be conferred. There are still unresolved questions about this expansion so ***at this time there are no additional activities covered through Erie.*** There may be volunteer opportunities available through our hospital partners – these activities are not on behalf of Erie and individuals would need to confirm the hospital’s malpractice plan, lack of worker’s compensation and other benefits (or lack thereof) are acceptable to them.
- Governor Pritzker has issued an Executive Order granting immunity against accusations of negligence to health care professionals caring for patients as part of the public health emergency. Individuals would remain vulnerable to accusations of willful or wanton misconduct and *would be responsible for their own representation or judgements in this regard*. Individuals pursuing activities relying on this Executive Order are encouraged to familiarize themselves with the document and consult legal guidance regarding extent and limitations of this coverage. ***Erie is not participating in any activity that relies on this coverage***
- Staff members who volunteer in other settings will need to have time away from work approved in advance for hours missed from Erie as well as use PTO or unpaid time for time out of work due to illness. Please review the staff exposure and exclusion protocol to understand how long staff will need to be out of work if sick.

Orthopaedic Surgery and Sports Medicine Same Day Appointments at Lurie Children’s Hospital

Lurie Children’s Hospital of Chicago Division of Orthopaedic Surgery and Sports Medicine is offering same day appointments for the below urgent issues in an effort to keep patients out of the Emergency Room during the COVID-19 crisis. [See more detail here.](#)

- Fractures/Dislocations
- Knee injuries including tendon tears
- Acute Injuries
- Sprains and Strains
- Lacerations
- Hip Pain
- Limp
- Acute Back Pain
- Tumors

- Clubfoot (Patients under 6 months old)

Orthopaedic Surgery and Sports Medicine currently offers availability at 10 facilities including Lurie Children's main hospital and at their Outpatient Centers. These locations may offer quicker visits:

- Lincoln Park
- Lurie Children's at Northwestern Medicine Central DuPage Hospital Pediatric Outpatient Center
- Lurie Children's at Northwestern Medicine Delnor Hospital Pediatric Outpatient Center
- New Lenox
- Northbrook
- Westchester

Surge Response Opportunities

Have you wondered how you can help respond to our communities' and hospital partners' needs beyond your (very important!) role at Erie? Were you hoping to put your experience in ICU nursing / medicine or inpatient experience to more expanded use during this crisis? Illinois is expecting a surge of COVID-19 patients requiring care in the next 2-3 weeks. Below are two opportunities to work or volunteer.

Disclaimer: Activities such as those below are not considered part of your role at Erie and would not be covered by FTCA malpractice. Caroline is happy to answer questions about this.

Illinois Helps, an Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)

The response being organized by IDPH and the state of Illinois is recruiting physicians, APRNs, PAs, RNs, paramedics, LPNs, behavioral health and pharmacy staff to provide care at a 500-bed facility under construction in McCormick Center. (COVID-19 activities will be paid as per FAQ page)

<https://www.illinoishelps.net/>

<https://www.illinoishelps.net/faq.php>

Swedish Hospital is seeking physicians, APRNs, PAs and nurses with ER, ICU and inpatient experience to volunteer time. Volunteers would provide relief for employees covering these services, which are already experiencing significantly higher volume and acuity. As volunteers, malpractice would be covered by Swedish Hospital. For more details contact: Monique Sheibley MSheibley@schsop.org

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OPERATIONS UPDATES

COVID Care Model

Please use the [COVID Care Model Standard Operating Procedure](#) as a reference tool for questions you may have during this time of transition. It includes all the updates listed in this communication and other items related to Erie's new, temporary Care Model.

EMR Location

REMINDER: Please sign into EMR at the location at which you are working.

Schedule Views

For Medical schedules, please use schedule views with the name "COVID" – any other schedule view is not up to date. Until we can ensure that patients scheduled prior to the transition to the COVID Care Model

have been rescheduled, we need to keep these other views active. Emergency Dental schedules can be found under “Foster Dental” and Behavioral Health schedules can be found under “BH-ALL”.

Below is a summary:

Medical (any schedule with “COVID” in the name)	COVID-[SITE] [TYPE OF CARE] Example: COVID-DS URGENT CARE NOTE: Women’s Health schedules have the same format as above with “WH” at the end of the schedule name
Dental (Emergency Dental ONLY)	Foster Dental
Behavioral Health	BH-ALL

Referrals Updates

The list of changes being made to referrals at our hospital partners has been updated. You can access it here: [External Referrals Scheduling Updates](#)

Telehealth

The Telehealth Team continues to update guides to better support our Telehealth services. Below you can find links to the most up to date information:

- [Telehealth SOP](#)
- Quick Guides for [Supported](#) and [Unsupported](#) Telehealth Visits
- [Telehealth Platform How-To Guide](#)
 - Quick Guides for the two priority platforms: [Doximity](#) and [Doxy.me](#)
- [How to Use CareMessage](#)
- [Telehealth Verbal Consent Outline Spanish Translation](#)
- [EMR Guides](#)
- [MA Previsit Workflow](#)
- [UPDATED: Coding for Telehealth Visits](#)
- [Supported Telehealth WorkFlow Slides](#)
- [How to append your previous telehealth visit note to include the appropriate billing](#)

Provider Telehealth Workflow Assistance Resources

Thank you so much for your patience, flexibility, and willingness to learn with us as we launched telehealth services at Erie! We know there have been a lot of rapid changes in the workflows and care model the past few weeks. To summarize these changes, and hopefully help you feel more comfortable with the telehealth workflows, we created a [25 minute webinar](#) that reviews the supported and unsupported workflows step by step. In addition, the full [slide deck](#) includes helpful tips and additional resources in the Appendix. Whether you have done a lot of telehealth or only a few telehealth visits over the past few weeks, we hope that these resources can help you as you continue to provide high-quality care to our patients and community.

- **Providers**, please email Tina Schuh tschuh@eriefamilyhealth.org with your doxy.me waiting room link so that we can compile a full list to assist our MAs and RNs who are supporting this workflow.

Personal Protective Equipment In Stock

Below is the latest PPE supply we currently have in stock. As we continue to receive more donations and

filled purchase orders, we can expect for our “days of supplies on hand” to increase. We are continuing to work with our medical equipment suppliers to increase our PPE inventory stock.

PPE Burn Rate “Days of Supplies on Hand” as of 4/7/2020					
Total	Gowns	N95	Face Shields	Hand Sanitizer	Adult Face Masks
Supplies Available	1,589 (200 are reusable)	3,104	1,103	555	22,213
Days of Supplies on Hand	27 days	194 days	44 days	24 days	113 days

Donations or Purchase Orders Received 4/8/2020			
Total	N95	Face Shields	Gowns
Donated	169	5	200 (pending; expected 4/10)
Purchased		500 (pending; expected 4/14)	100 reusable (pending; expected 4/14)
Currently Available	3, 273	1, 108	

**Pending items not included in count*

Reusable PPE Isolation Gowns

We have purchased reusable isolation gowns that can be laundered and reused to preserve Erie’s PPE supply. These gowns should be used when caring for patients with known or suspected COVID-19 at sites that provide urgent patient care. The Facilities team has delivered 80 gowns to Division and Evanston (40 gowns for use and 40 to be laundered at any given time). These gowns are to be changed daily and placed in the soiled gown bin labeled “Soiled PPE Gowns Only”. The HCO Director should be notified immediately if there are limited (less than 15) clean gowns available.

Special care must be taken when doffing reusable gowns to limit cross-contamination.

- Perform hand hygiene
- With clean gloves, untie the reusable cloth isolation gown.
- Gently roll the sleeves down the arms and roll into a ball. The outside of the gown is contaminated and should be rolled away from the body.
- The gown should be rolled into a ball with the inside (clean side) facing outward. This is necessary to best protect staff handling the contaminated gowns for laundering.
- Place gown in bin labeled “Soiled PPE Gowns Only.”
- Perform hand hygiene

We encourage you to inspect gowns for any rips, holes, or missing fastening ties before use. Please notify your HCO Director before discarding any gowns.

Scheduling Appointments

All Erie Employees Scheduling Appointments:

Please remind patients when you schedule appointments that when coming on-site:

- Patients under 18 may only be accompanied by one guardian
- Patients 18 and over will enter clinic alone, unless they need a support person

We have had several patients show up at the sites not knowing this, and they are very upset upon learning it at the Door Screener. Thank you for your help!

Reminder: Scheduling Follow-up Appointments

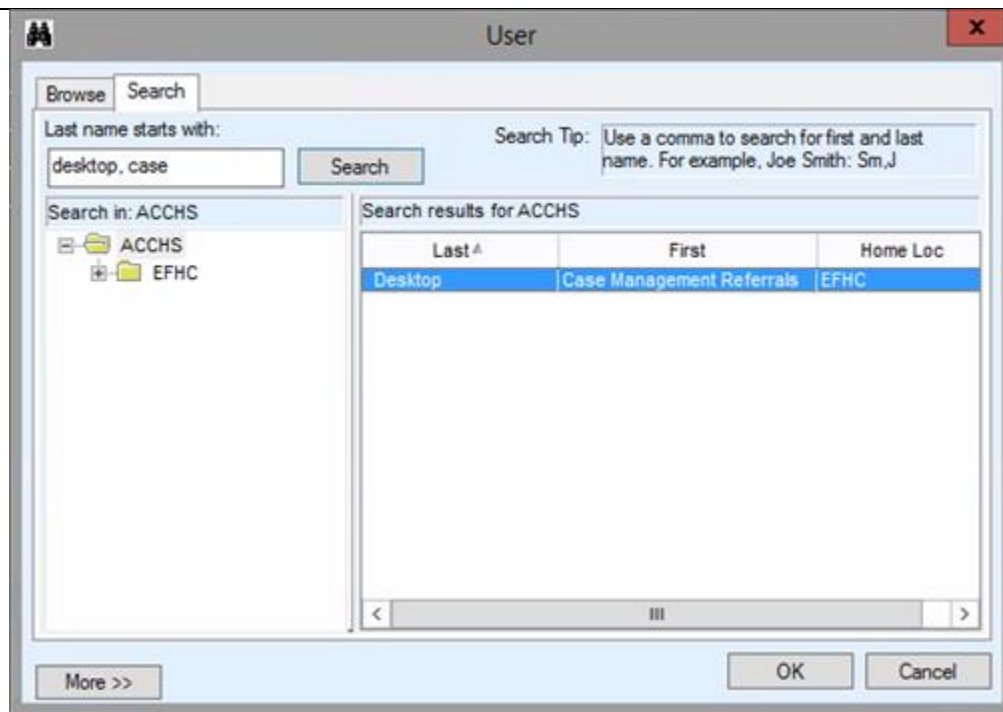
For both in-person care and telehealth:

Telehealth visit requires an in-person component	Follow-up needed within a week		Follow-up needed within the month	Follow-up needed over a month
Schedule the patient immediately at appropriate site for additional needs and document the services you have provided	Schedule immediately at Urgent Care if patient has signs or symptoms per Urgent Care definition	Schedule immediately at Well or Telehealth if patient needs follow up for well care, disease management, and/or verification of pregnancy	Flag the COVID_hybridvisit desktop at your site	Set an appointment recall and direct the patient to call back to schedule AT THAT TIME

NOTE: instructions for setting a recall are in [Telehealth SOP](#) and MAs should be familiar with this process.

How to Connect Patients with Maternal Child Case Management

A single desktop has been created for the Case Management Team to help support efforts across all sites. The desktop was named [Case Management Referrals](#) – you will find the screen shot below. You may also review the [Case Management COVID Referral Process](#), and feel free to contact Maria Matias at mmatias@eriefamilyhealth.org with any questions.



Here is a refresher on how to identify the assigned Case Manager:

- Assigned CM name documented in patient’s EMR chart in chart summary under advance directives
- Refusal of Case Management services documented under advance directives
- Flag assigned Case Manager with a summary of resources needed and/or patient inquiries
- Flag Case management Desktop Case Management Referral in EMR when no information is found under directives

Dental Services

If a patient needs a referral to dental for teledental, a consult, or in-person emergency dental services, please refer to **Cathy Arista**. You can either **flag** in the EMR or **call x6294** (312-386-6294).

Social Determinants of Health Screener

Starting 4/8/2020, the telehealth visit types have **1-question screener** to all patients: “Would you like a member of our care team to reach out to better understand your needs and connect you with support?”

Please ask this question of patients and mark the appropriate response with an **X**.

Patient Programs Team Members will be chart reviewing all the visits from the prior day and connecting positive screens to a team member who will complete a full social determinant of health screener and connect the patient to resources. Questions? Contact bmagner@eriefamilyhealth.org

Pharmacy and Medication Updates

The Pharmacy Team has created a document to help providers and nurses learn about and troubleshoot current pharmacy and medication issues. [This document can be found here](#) and contains information on:

- Recent recall of Zantac by the FDA
- Substitutions for current shortage of ProAir

- Reminder that all level II controlled substance prescriptions must be written and **cannot be faxed or called in**. Many clinics are leaving these prescriptions with the door screener to minimize patient contact in the health center. There is a small exception for emergency use, more information on that is included in the document.
- Free medication delivery for patients
- Reminder to please check and respond to your **Rx Renewals** tab in EMR tab daily. If you are covering for another provider, please remember to check their Rx Renewals tab as well.
 - When requests are left unaddressed, the pharmacy sends 2-3 paper faxes daily until the request is approved or denied.
- Reminder to please do not send prescriptions with directions in Spanish. Many pharmacy staff do not know how to speak Spanish.
 - Instead, please write the prescription in English and then add a note in the directions “Please translate to Spanish.”
- Contact information for the pharmacy team, who are here to support you in patient care!

Patient Resources

Patient Resource List

Updates have been made to the patient resource list. These updates are reflected in the EMR (Letters → COVID → Patient Resources), on Erie’s main website, and are available here:

[COVID-19 Patient Resource List: UPDATED](#)

CareMessage Access

MA, RNs, and Employee Providers: If you have not already, you will soon be granted access to CareMessage. **Please do not contact CareMessage directly for access.** You will receive an email from CareMessage with your username (Erie email) and temporary password later this week.

[CareMessage:User Guide for Telehealth](#)

Questions? Need support with CareMessage? Contact bmagner@eriefamilyhealth.org

Financial Operational Changes

Please be aware of the following Finance Operational Changes at Erie West Town due to COVID 19 response efforts (1701 W. Superior – 3rd Floor):

- Davis Armored Services pick-up for deposits changed to **two days a week**
 - A Finance team member will be available only on Tuesdays and Thursdays to receive and process daily deposits for Davis Armored services
 - We ask that if you have any questions regarding specific processes related to this change that you reach out directly to Angelina Loza at aloza@eriefamilyhealth.org, Margarite Varela at mwarela@eriefamilyhealth.org or Menya Miles at mmiles@eriefamilyhealth.org.
- Only processing AP checks on **Thursdays** each week until further notice.
 - All check requests and invoices with supporting documentation and approvals must be received on **Tuesdays of each week by 2:00 pm to be processed for that week.**
- New program cost center (919) for all COVID-19 related purchases
 - Intended to capture all expenses related to the COVID-19 response efforts

- If you have any questions or concerns if an expense meets the criteria, please reach out to Scott Spencer, Director of Finance at sspencer@eriefamilyhealth.org or Yulanda Ross, Accounting Manager at yross@eriefamilyhealth.org.
- Please submit all monthly AMEX credit card receipts directly to Menya Miles at mmiles@eriefamilyhealth.org by the last day of the subsequent month.
 - Example: All credit card receipts for March 2020 purchases should be submitted to Finance by April 30, 2020

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PATIENT OUTREACH UPDATES

We are so grateful to the site-based staff who is helping with outreach! We are reaching out to patients across the agency for a variety of reasons. Thank you to all the staff from the sites that are coming to the Lower Level of Humboldt Park to do outreach as a team! Current outreaches underway include:

- Scheduling **387** patients who are due for a post-partum visit – Case Management
- Outreaching to **842** pediatric patients due for in-person visits (2, 4, 6, or 12 months), prioritizing those who are due for vaccines – PBAs, MAs, Care Management, & Health Outreach
- Outreaching to **1376** pediatric patients (9 or 18 months) to schedule telehealth visits– PBAs & MAs
- Calling **2112** patients assigned to HP residents with chronic diseases or other high-risk factors to schedule telehealth visits – HP Residents

Completed outreaches!

- Care Messages to **1300** patients who are 2-7 months old and need vaccines, encouraging them to call Erie – Health Outreach Navigators
- Rescheduling **1700** patient appointments that were canceled in the transition to the new model of care – PBAs/MAs

We are planning to reach out to patients at high risk for COVID, anyone requiring chronic disease follow up, those who have a misaligned medical home with their MCO, and patients who have certain behavioral health conditions, as well as other areas of focus! If you have any questions or suggestions for patient outreach, please reach out to Shira Dunn at sdunn@eriefamilyhealth.org

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ERIE'S GOT YOUR BACK: RESOURCES FOR YOU

We recognize that COVID-19 has led to new stressors for all of us. We want you to know your Erie Family is working to make your work life easier. We will be releasing new ideas and fun ways to stay engaged in each Erie COVID daily update email.

Employee Resources on ErieConnect

On ErieConnect, we have a new space dedicated for employee resources. This page contains a list of employee resources, free apps to download, discounts for healthcare professionals, etc. as well as a link to Staff Wellness Support. The Behavioral Health team is now available to all of us at Erie. Check out their guide on the Staff Wellness Support page for more information. [Staff Resources and BH Resources on ErieConnect](#)

Employee Resources

We recognize that many of our employees are in need of resources at this time. We will be posting resources, including our behavioral health resources on the homepage of ErieConnect. Please check back regularly for updates. In addition, please use the [COVID-19 Patient Resource List: UPDATED](#) on Erie's main website, which is also updated on a regular basis.

Dress Code

It is important for us all to wear clean clothes each day for infection control. We know laundry may be a stressor right now, and we want to give you more flexibility with your wardrobe. We are exploring options for purchasing additional Erie scrubs, but this may take some time.

We have made a few temporary changes to dress code for staff working at our Erie Well Care, Urgent Care and Telehealth Sites.

Well Care and Urgent Care Sites		Telehealth Sites	
Preferred:	Normal dress code	Any Telehealth Day:	Normal dress code
As needed:	Non-Erie issued scrubs		Non-Erie issued scrubs
	Jeans with Erie scrub/PBA uniform top OR Erie t-shirt		Jeans with Erie scrub/PBA uniform top OR Erie t-shirt OR plain t-shirt (no writing)

**As a reminder, leggings are not allowed as part of Erie dress code.*

*** Please make sure there are no holes in your jeans.*

****Shoe dress code is not changing; please wear shoes that completely cover your foot at all sites.*

Temporary Parking during COVID Care

Site	Parking Temporarily Available to Erie Staff Working at that Site
West Town	Employee Lot and Patient Lot (SW corner of Superior and Ashland)
Foster	\$2 parking will be available in the Foster Medical Pavillion starting next week. Kelly Klingensmith will have vouchers available for staff. In addition, street parking within a 2-3 block radius of the clinic has been easy to obtain. Be wary of parking restrictions.
Humboldt Park	Gravel lot behind the clinic and in Humboldt Park
Helping Hands	10 Erie-specific spots are available at Noon a Kabob (next to Andy's Fruit Ranch). You must obtain a laminated pass from the HH Front Desk to park at Noon a Kabob, and return pass at end of day. 8 spots are available in Employee lot behind clinic. Street parking available on Troy.
Waukegan/Evanston/Division	Site Parking Lots

***WT and HP staff who pay for parking:** Erie will be stopping the paycheck deductions for parking during COVID Care. This will go into effect starting with the 4/17/2020 paycheck.

Relaxation Stations

To our staff on-site, we know these times are tough. At each site, we have created a “Relaxation Station,” where you can step away for a moment to decompress, take a break, and have some quiet time. We have some markers and coloring/activity pages for you. Please ensure that you are practicing social distancing in these spaces, and please wipe down all materials after use.

“Thank You Cards” for Staff at our Sites

Bring out the markers, crayons, glitter, and get those creative juices flowing! We are asking staff who are working from home to create a “Thank You Card” for our teams caring for our patients on-site at our Well Care, Urgent Care, and Telehealth sites.

Your “Thank You Card” can be a selfie holding your card, a brief video clip, a photo of your creation – whatever you like.

Be as creative as you wish, but please only use materials you already have at home.

[Example Thank You Video](#)

[Example Thank You Card](#)

Email your finished “Thank You Card” to thankyou@eriefamilyhealth.org

Send Us Your Work from Home Selfie!

Boy do we miss everyone’s faces... 😞 Help put a smile on Erie’s face by sharing a selfie of you working from home! 😊 Feel free to include any cute, furry “co-workers” 🐱 🐶 (Just be sure to hide any patient info that might appear on any screens in the background.)

Please send your Work From Home Selfies to news@eriefamilyhealth.org with the subject line “My Work From Home Selfie”. We’d like to share them in an exciting new all-staff video series (stay tuned!).



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HUMAN RESOURCES INFORMATION

Staff Travel Guidelines

Erie-Related Travel Guidelines

All Erie-related air travel is prohibited through April 15th, including trips planned for CME. This policy will be re-evaluated weekly after mid-April. If you have prepaid your conference fees, reach out to the event organizer and request a refund. If the event is still being held as scheduled (unlikely) and the organizer will not refund your fees, request documentation to that effect.

Personal Travel Guidelines

The US State Department issued a Global Level 4 Health Advisory for US citizens to avoid all international travel due to the global impact of COVID-19. Public health officials are strongly recommending against **ANY** travel, domestic or international. **To comply with the CDC Global Outbreak notice, all staff returning from travel abroad to any location must quarantine for 14 days upon return and cannot come into work.** The As employees in a healthcare setting and global citizens in a public health crisis that will only be solved by decreasing social contact, it is our responsibility to follow the recommendations to remain home as much as possible and not engage in any travel that can be postponed.

For these reasons, Erie employees (like everyone!) are strongly encouraged to postpone personal travel – particularly outside the country. Before planning personal travel, review the list of Level 3 areas and access travel guidance from the CDC at <http://www.cdc.gov/travel/notices>.

If you have planned ANY travel abroad, your supervisor must approve PTO to cover the length of your trip and a subsequent 14-day quarantine upon your return to the U.S. Please notify your supervisor and human resources if you have plans to travel to any of the areas on the CDC travel advisory list. Upon your return to the U.S., please do not come to work. Please email infectioncontrol@eriefamilyhealth.org to determine your return date after 14-day quarantine.

Please note the CDC recommendations for domestic and international travel are changing rapidly - which means the 'safe' trip you have planned within the US or outside may have restrictions imposed by the time you return.

Pay Practices and Attendance

All communications related to pay practices and attendance reflect Erie's current positions and capacities. These guidelines are subject to change and are being continually reassessed.

Guidelines for Sick Staff

- **If you become sick**, you must enter a period of isolation.
- Please notify HR immediately if you have an employee in this situation.
- HR will enroll the employee in short-term disability. (60% of their pay, and can use PTO for the balance if its available.)
- Please review the new staff monitoring and exclusion protocol in the clinical update section below.

Flex providers do not qualify for short-term disability or workers' comp. If a flex provider is sent home due to a possible exposure to COVID-19, they will be paid for their scheduled clinical hours that day and can access any accrued sick time to cover scheduled shifts they will miss due to quarantine or self-isolation.

Employees in high-risk categories

If an employee feels they are in a category at high-risk for serious illness, they may choose to notify HR. The employee will be asked to obtain documentation and recommended restrictions / accommodations from their primary care provider. If accommodation might be appropriate, Erie will assess whether we have fitting work opportunities available to fit the accommodation request.

- Note: All employees eligible to work from home are currently working from home.
- If work from home options don't exist, HR will support the employee in using PTO or unpaid time-off.

- Determine if the employee qualifies for intermittent FMLA or short-term disability. Erie utilizes a 3rd party vendor for assessing short-term disability requests.
- **SUPERVISORS: If you have an employee requesting accommodations, you must contact HR immediately so they can begin the centralized formal accommodation request process.**

Employees without known high-risk criteria but who feel uncomfortable working

These employees can contact HR explaining that they do not feel comfortable working in their patient-facing role at Erie. Employees have the option to use PTO or unpaid time-off until they are able/willing to return. These will not be considered an unexcused absence. Erie is doing a continual reassessment of our ability to offer this unpaid leave.

Note: The Employee will use PTO first, then can access unpaid time-off. Consistent with Erie's other leave policies, Erie will allow up to five days (pro-rated for part time employees) of PTO to be reserved for future use, upon request.

Employees who take a leave of absence to volunteer in another setting

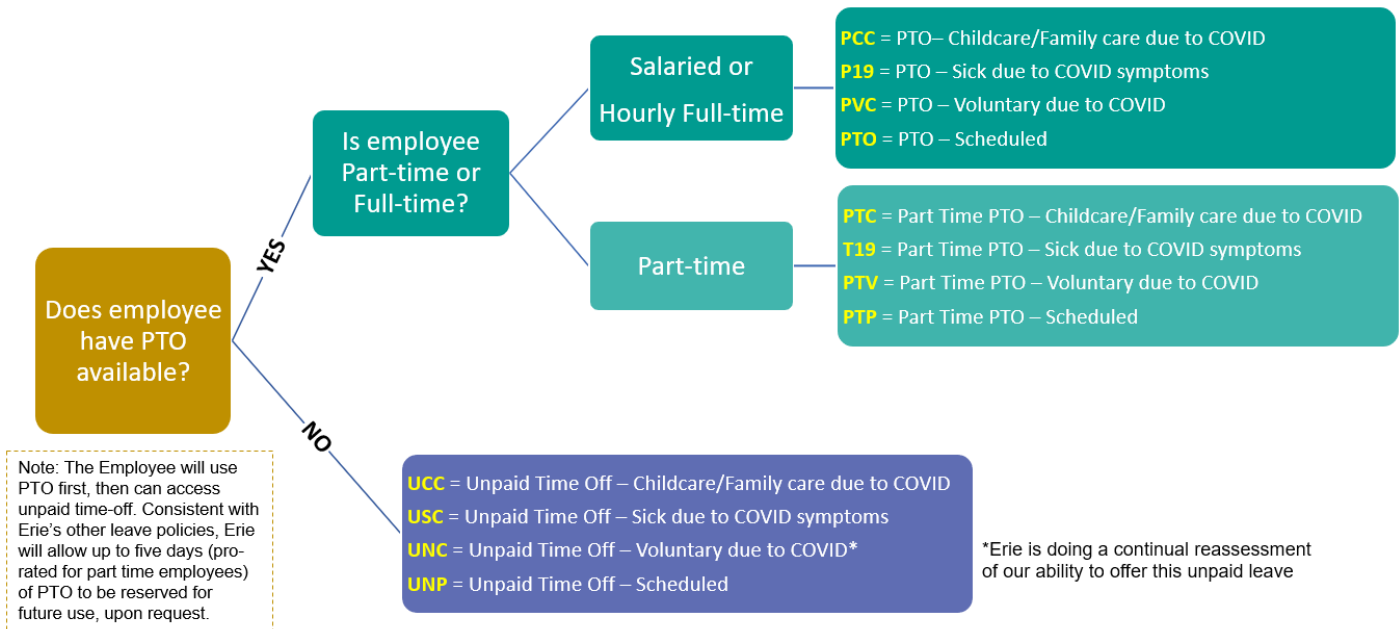
Staff members who volunteer in other settings will need to have time away from work approved in advance for hours missed from Erie as well as use PTO or unpaid time for time out of work due to illness. Please review the staff exposure and exclusion protocol to understand how long staff will need to be out of work if sick.

Updated Paycom Codes

- We have new Paycom codes to better reflect employee leave in the COVID-19 environment. We request that employees and supervisors start coding leave with these new codes
- This increased level of detail will help inform our staffing models and help us respond quickly to changing needs within our workforce.
- Coding time with additional COVID-related detail could also allow Erie to take advantage of future funding opportunities.

Paycom Code Name	When to use this code:
Childcare/Family Care due to COVID	When employee cannot work due to childcare or family care disruptions caused by COVID, but everyone is healthy. <i>Example- school & daycare closed, no other care options available.</i>
Sick due to COVID Symptoms	When an employee (or family member) has COVID related symptoms (fever/cough/shortness of breath/sore throat). Use for both call-offs before shift and employees sent home after arrival.
Voluntary due to COVID	For employees who feel uncomfortable working during COVID. This will be considered an excused absence.
Scheduled	Use this for absences and PTO which are completely unrelated to COVID. <i>Example- Planned PTO for a vacation/staycation or other life activities.</i>

Example- Sick Day a for non-COVID issue (i.e. migraine) will also be coded as scheduled during this time.



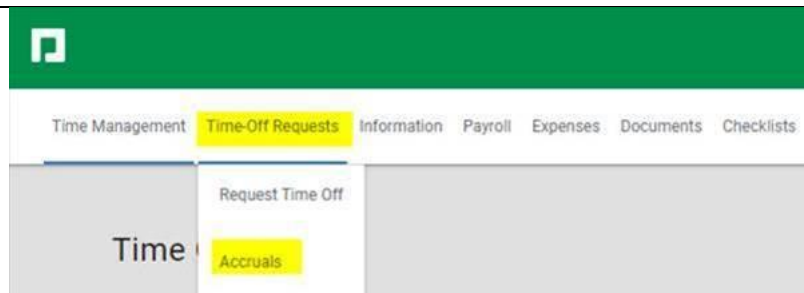
PTO Accruals

Caring for yourself is so important during these stressful times. Even though we may not be able to physically travel at this moment, spending time logged off of the computer and away from work is **strongly recommended to recharge and rest**. Though many of us had recent or upcoming vacation plans cancelled, we encourage you to continue to take days off and still use your PTO to step away from the stresses of work.

Sometimes, employees get close to accruing the maximum number of hours in their PTO “banks”. Any employees who are within 20 hours of their maximum accrued hours (prorated by FTE) may choose to get paid out. The payout will be for 2 workdays of PTO (16 hours, pro-rated by FTE). This option is only available to an employee who is within 20 hours of their PTO cap (prorated by FTE). **Note: this does now include Providers.** We acknowledge that this policy is different than what we had been communicating over the previous few weeks.

This special “cash-in” option will only be available this one time. Erie will not be offering any additional “cash-in” options until at least June 30, 2020. Employees who choose this option **must complete this form and email it to hr@eriefamilyhealth.org by this Friday, April 17: [COVID-19 Special One Time PTO Cash-In Request](#)** (This is also available on the [ErieConnect COVID-19 Update Page](#))

You can review your PTO accruals in Paycom, and plan accordingly. **Please consider your health and well-being, and give yourself a break!**



Info For Providers

- We are cognizant of National Health Service Corp (NHSC) requirements and we are working to ensure that there are no disruptions. We are actively soliciting answers and way to appropriately document location of work should our hospital partners require additional inpatient time from Erie staff. NHSC has assured us this additional inpatient time would count towards completing NHSC hours that would typically need to be performed in the outpatient setting. More to come.
- We understand that we are in a moment of workforce and hours shifting. In this time, please make sure that your CME, clinical hours, inpatient hours, PTO, and unpaid leave is correctly documented in Paycom.
- For the week of 3/22/2020 - 3/28/2020 and moving forward, you are required to work your contracted hours within the new hours of operation at Erie. If you are unable to do so, you will need to use PTO or unpaid hours to account for the hours not worked. Several options to meet contracted hours will be available in the coming weeks. Alternatively, if reducing FTE temporarily would be a better option please discuss with your supervisor. Thank you for understanding our need to balance the competing demands of patient and staff safety and being fiscally responsible during a time where many of our services have been curtailed.
- Caring for ourselves as caregivers should be prioritized during this physically and psychologically stressful time. Time away from work spent recharging and resting is critical to be ready to stay healthy and meet the challenges ahead. Although many of us have had recent travel and vacation plans canceled, please do consider still taking time away from work to spend at home and with friends and family.
- Any employees, now including providers, who are within 20 hours of their maximum accrued hours (prorated by FTE) may choose to get paid out. The payout will be for 2 workdays of PTO (16 hours, pro-rated by FTE). This option is only available to an employee who is within 20 hours of their PTO cap (prorated by FTE). This special “cash-in” option will only be available this one time. Erie will not be offering any additional “cash-in” options until at least June 30, 2020. Employees who choose this option **must complete this form by this Friday, April 17: [COVID-19 Special One Time PTO Cash-In Request](#)**. The form must then be emailed to Human Resources hr@eriefamilyhealth.org prior to the deadline. You can review your PTO accruals in Paycom, and plan accordingly. **Please consider your health and wellbeing, and give yourself a break!**

Work From Home

Staff working from home are encouraged to reference the [Work From Home Standard Operating Procedure](#) (updated on 4/8/20).

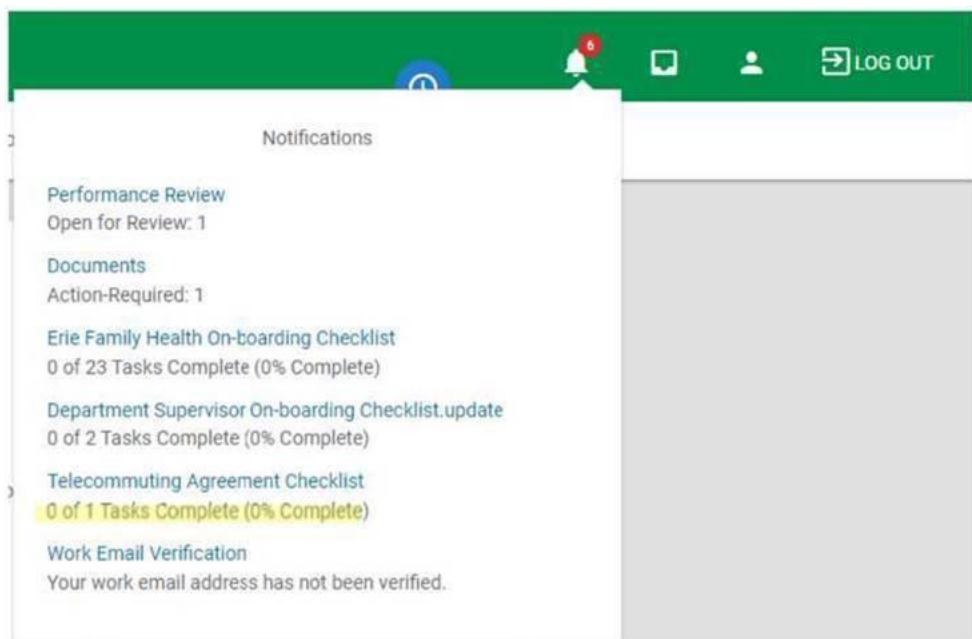
Temporary Telecommuting Agreement

More than 150 Erie employees are now working from home. It is important that employees who are telecommuting understand the expectations of this temporary arrangement.

Erie's "**Temporary Telecommuting Agreement**" has been added to Paycom. A notification will pop up in the Paycom account for each employee who is currently telecommuting (this does not include Providers). See the screenshot below.

Employees must complete this agreement in Paycom, and their Supervisor must approve it, within the next two weeks – by Friday, April 24, 2020.

- **Employees** who are working from home: Please consult the [Telecommuting Paycom Checklist Instructions for Employees](#) to guide you through the process of accessing and completing the agreement
- **Supervisors** with employees working from home: Please consult the [Telecommuting Paycom Checklist Instructions for Supervisors](#) to guide you through the process of accessing and approving your employees' completed agreements



I'm working from home and have an issue

We have compiled a helpful resource: [Erie Work From Home Technology Quick Guide](#). Please refer to this Guide first before contacting your supervisor or IT with questions.

If you still have IT needs related to Work From Home, please submit a Help Desk Ticket or Call 312-432-2700 and leave a voicemail. When submitting a request, please include your cell phone.

How can I connect to the Erie Network (like the S:Drive and ErieConnect) when I am at home?

Staff who are using their personal computers may reference the SOP for [Connecting to VPN From a Personal/Home Computer](#). Staff who have Erie-issued computers may also attempt to use the instructions

outline in this SOP. However, a prerequisite to installation is that the user must have administrative control to install new software. For Erie-computer users, this may need the assistance of IT.

Staff that require assistance with VPN installation may submit an IT Help Desk Ticket. As outlined above, these requests will be prioritized accordingly. Please connect with your supervisor to relay your exact VPN needs.

If You Experience An Internet Outage

The [Work From Home SOP](#) has been updated to include a new policy for employees who experience internet outages. In summary, if an employee experiences issues with internet that will prevent productivity, the employee should contact their supervisor. If the issue has not been resolved after two hours, the employee will have two options:

- Employee can take PTO (or scheduled unpaid) time for the remaining hours of the workday.
- Employee can return to Erie worksite, if appropriate.

The SOP also outline instructions for connecting to a cell phone hotspot, a short term solution for internet issues.

Information Technology

Known Issues and Resolutions

Some work from home users are reporting issues signing into their computers through the VPN in the morning. We have updated the [standard operating procedure](#) for staff using a remotely connecting to their work computer. In it, we have indicated to disconnect from the VPN before shutting down your computer.

I have an IT issue.

The best way to submit IT issues is through a [Help Desk Ticket](#). If you are unable to log into ErieConnect to submit a ticket, please call 312-432-2700 and leave a voicemail. The IT team have processes in place to efficiently monitor these modes of communication. Please do not email it@eriefamilyhealth.org. This email is not being monitored with the same diligence.

I have an IT issue that isn't being addressed

Our IT team is working diligently to keep our business operating at this unique time. Patient care remains the top priority however, the team will be focused on balancing with the work from home prioritization. IT may deprioritize your request if it does not relate to either of these items.

Public Policy Updates

For detailed summaries of all key public policy changes and specific implications for Erie, see [COVID-19 Public Policy Changes](#).

Congressional Action

So far, there have been three phases of congressional action in response to the pandemic.

Phase 1 was enacted several weeks ago and provided financial support to various sectors, through which Erie received \$141K.

Phase 2, the [Families First Coronavirus Response Act](#), was signed by the president on March 18th. This included key provisions related to emergency paid leave and paid sick days (which did not apply to Erie employees) and expansion of food/nutrition-related public programs.

Phase 3, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, was enacted on March 27th. It includes key changes related to the following:

- Expansion of Unemployment Insurance
- \$1.32B in supplemental funding for FQHCs
- Allows FQHCs to bill Medicare for telehealth services when the patient is at home
- Extends funding for Community Health Centers, Teaching Health Centers, and the National Health Service Corps to November 2020. These programs were set to expire in May 2020 so this gives us a bit of breathing room.

US Citizenship and Immigration Services has said that testing and treatment for the coronavirus will not be factored into the **public charge** test. Everyone is encouraged to seek care regardless of immigration status.

State Action

The Centers for Medicare and Medicaid Services (CMS) clarified that states are required to **freeze all Medicaid disenrollment until the end of the emergency**. This means that none of our patients who are enrolled in Medicaid can be disenrolled for any reason, including income changes or failure to redetermine. HFS has already reprogrammed its systems to suspend closure of Medicaid cases.

On March 26th, the Illinois Department of Healthcare and Family Services (HFS) submitted an [1115 Medicaid waiver application to CMS](#). Included in this was a request to **extend Medicaid renewal dates for 12 months**. This would mean that no Medicaid enrollee would need to redetermine for a full year. This needs federal approval before it can be implemented.

On March 23rd, CMS approved the state's emergency [1135 Medicaid waiver](#) to the federal government. We are awaiting further state guidance on implementation. A longer summary can be found in the public policy document linked above. Highlights for Erie include:

- Waiving IMPACT requirements that have prevented some of our providers from being able to prescribe;
- Suspending all Medicaid prior authorization requirements and extending all existing prior authorizations indefinitely;
- Allowing providers to use FaceTime or Skype for telehealth visits.

There have also been changes to what is allowable and billable in **telehealth**. [This memo from IPHCA](#) provides the best, most up to date guidance on telehealth in Illinois.

On March 20, [HFS issued a provider notice](#) making significant temporary changes to Medicaid pharmacy requirements, including removing many limits, adding covered medications, and removing barriers to prescribing. Details can be found in the full notice.

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PATIENT AND STAFF RESOURCES

Staff Wellness Support

People are naturally feeling anxiety and stress during these uncertain times, and taking care of your mental health and wellness is as important as washing your hands. Erie's Behavioral Health team has assembled a list of tips and resources for staff, including tips for working from home, how to improve your sleep, how to stay mindful and centered, and some breathing exercises. Please consult it here: [Erie Staff Wellness Support](#).

Erie's Behavioral Health Consultants are also available for staff to support our mental and emotional well-being during this difficult time. Our Behavioral Health team is on stand-by to help guide you through calming techniques should you find yourself in need of someone to talk to.

Please locate your health center in the table below and call the corresponding number to speak with your site's behavioral health consultant between the hours of:

**11 a.m. to 1 p.m. and
3 p.m. to 4 p.m.
DAILY**

Health Center	Behavioral Health Consultant	Support Line
Erie Division Street	Rebecca	312.834.7166
Erie Evanston/Skokie	Jose	772.270.2404
Erie Foster Avenue	Maria	773.270.0647
Erie Helping Hands	David	773.270.1055
Erie Humboldt Park	Irmarié	708.697.8363
Erie School-Based Health	Chevonne	630.492.0104
Erie HealthReach Waukegan	Natalia	312.625.8060
Erie West Town	Ignacio	312.841.7801

Organizations Collecting Donations for the Community

As Erie focuses our work on caring for the health of our patients, we know that the current situation is causing significant financial strain for our communities. Erie staff have been asking what they can do to help. Here are three organizations that have created community response funds to help local agencies that are ensuring our communities have access to basic needs during this time of crisis. They are all accepting donations:

- The United Way of Metropolitan Chicago has created a COVID-19 fund with the City of Chicago and Chicago Community Trust: [Chicago Community COVID-19 Response Fund](#)
- The United Way of Lake County has created a similar Community Response Fund, in partnership with the Lake County Community Foundation: [Lake County COVID-19 Community Response Fund](#)
- The Evanston Community Foundation has created a rapid response fund as well: [Evanston Community Rapid Response Fund](#)

Alternatively, you may choose to donate to your favorite organizations that provide direct support to people and families within our communities such as food banks and shelters.

Patient and Staff Resource List

Erie has updated the list of agencies and organizations that are providing a variety of resources to the community, including food, rent and utilities assistance, unemployment and other benefits assistance, and important crisis, suicide and domestic violence hotlines. The list gets updated often, so please continue to check back frequently: [COVID-19 Patient Resource List: UPDATED](#)

- Erie employees can print the resources below from:
- EMR → Letters → COVID-19 Handouts → Patient Resources
- Give to patient.
- If a needed resource is not listed, flag Magner, Bridget and start with “COVID:” and then describe the resource needed. Bridget Magner will connect the patient to a Patient Programs Team Member who will assist.
- Patients and staff can access this information on Erie’s website: www.eriefamilyhealth.org/coronavirus
- This information is expected to change quickly, and the appropriate venues (EMR, website, social media) will be updated as needed. [See updated protocol](#).

CEO Letter Proving Erie Staff are “Essential” Employees

Several of our hospital partners have created and shared a letter designed to prove that the bearers are considered to be employees of an “essential business” and therefore are allowed to travel to work during Illinois’ “shelter in place” order. [You can find Erie’s letter here](#). However, Governor Pritzker has stated that no one will be stopped and asked to provide papers from an employer, so we don’t anticipate this letter being needed at this time.

Ways to Support Erie Family Health Centers

Erie staff, donors and community members have expressed interest in supporting Erie Family Health Centers’ mission, our healthcare providers, staff, patients, and their families during the COVID-19 outbreak. We are very grateful for the generosity, love, and compassion everyone has shown the Erie community in these difficult times.

We have built a webpage to accept a variety of donations that include support for continuing care for our patients, frontline staff support, and patient and family support:

<https://www.eriefamilyhealth.org/coviddonations>

People have the option to:

- Make a straight financial donation to the **Erie COVID-19 Care Continuity Fund**
- Sponsor a meal for frontline staff
- Donate medical supplies/PPE
- Donate towards gift cards for patients and frontline staff
- Send a message of gratitude to Erie’s staff

We have also launched a [Facebook Fundraiser](#) to support the **Erie COVID-19 Care Continuity Fund**.

Please feel free to share this website and Facebook fundraiser with your friends, family and networks!

Support from our generous communities ensures we can rapidly evolve in the face of the COVID-19 health crisis and sustain our mission to provide healthcare for the people, families and communities who count on us now and in the future. Thank you!

Patient Communication Updates

Erie is regularly communicating with patients via email, social media and our website. The latest communication includes:

- Further updates to www.eriefamilyhealth.org/coronavirus webpage. This page is updated almost daily, or anytime information changes, and content is available in English and Spanish.
- Email to be sent to patients Thursday 4/9 promoting CDC guidelines to cover face in public.
- Preparing postcard to be mailed to all current patient households, promoting telehealth appointments – should start to hit mailboxes the week of 4/13.

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GENERAL COVID-19 INFORMATION

Coronavirus Prevention Tips

There is currently no vaccine to prevent COVID-19 (coronavirus). The best way to prevent illness is to avoid being exposed to this virus. The Centers for Disease Control and Prevention (CDC) recommends everyday actions to help prevent the spread of infection, including:

- As much as possible, stay home and avoid group gatherings.
- If you need to go out, keep 6 feet of distance between people, and avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Clean and disinfect frequently touched objects and surfaces at home using a regular household cleaning spray or wipe.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

Please also follow these social distancing guidelines while at work, in the health center:

- Please avoid hugging, shaking hands, and other touching.
- Individual workstations should be at least 6 feet apart.
- People in shared offices should face away from each other and not towards each other.
- Do not share things like telephones, pens, computers, and other items you touch with your hands frequently.
- All computers in clinic should be wiped down frequently with caviwipes, ideally multiple times per day.
- Please do not share food at the health centers.

- If you do want to bring in something to share with the team, please make sure it is individually wrapped and can be eaten without touching the actual food.
- **In order to follow social distancing guidelines, any available conference room or touch down space should be used as additional spaces to eat lunch. People should not be sitting shoulder to shoulder in the lunchroom.**
- To comply with our new visitor restrictions, Erie staff who order food to be delivered on-site must meet the delivery person outside of the health center, as mandatory temperature checks are required for all persons entering the health center.

In light of new Illinois Department of Public Health recommendations, Erie has implemented mandatory temperature screenings for ALL staff who enter an Erie facility. Staff with temperatures above 100°F will be sent home immediately. Supervisors must notify Human Resources and Karelle Webb for staff who are sent home.

Coronavirus Symptoms

The symptoms are similar to flu or pneumonia and can include cough, fever and shortness of breath. Unlike the flu, the coronavirus usually does not cause a runny or stuffy nose, diarrhea or vomiting. A person with coronavirus typically has symptoms between 2 and 9 days after they were exposed to the virus, with an average of 5 days after exposure.

What should I do if I have symptoms of COVID-19?

- If you are not in need of urgent medical attention, CALL your healthcare provider to tell them that you may have COVID-19. Do not just walk-in to your healthcare provider's office.
- If you need urgent medical attention, wear a face mask if one is available, and go to the nearest Emergency Department or call 911. Inform 911 or the ED triage nurse that you think you may have COVID-19 so staff can properly triage you and protect their health.
- If you are ill at home, wear a face mask around others. If you are unable to wear a face mask, others should not stay in the same room as you, and they should put a face mask on if they need to enter your room. Use a separate bathroom, if possible.
- Follow the CDC-recommended everyday actions

What Does Illinois' "Shelter in Place" Order Mean?

The State of Illinois' "shelter in place" order for all residents started Saturday, March 21 at 5pm. The goal is to focus on the importance of social distancing to prevent or slow the spread of COVID-19 across the region, and relieve pressure on the healthcare system. The order is in place specifically to help protect people like Erie's team from unnecessary potential exposure. Illinois is ordering residents to stay in their homes, except for essential personal and business activities. **For more details, visit the [State of Illinois' Shelter in Place FAQs](#).**

We will communicate again as soon as more relevant information becomes available. As always, thank you for all you do to keep our patients and our community healthy!

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