

CMO SPECIAL REPORT: COVID-19 UPDATE

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

UPSTATE
UNIVERSITY HOSPITAL

MARCH 20, 2020

Visitation Policy

In an effort to encourage more uniform adherence to our visitation policy, the Visitation Policy during COVID infection has been modified such that exceptions to the inpatient “no visitor” rule must be approved by the CNO (Nancy Page), CMO (Amy Tucker), Associate CMO (Matt Glidden), or Associate CMO for Clinical Operations (Jeremy Joslin). There will be a rotating schedule in AMION that identifies which of these individuals is on-call on a given day. Just trying to keep us all safe!

Screening of Visitors, Patients, and Staff

We have begun to screen visitors, patients, and staff entering the hospital and ambulatory settings. Screening includes a few brief questions and temperature check. Please excuse the inconvenience, we are working hard to ensure the safety of our staff and patients.

Be Judicious in COVID Testing

COVID testing reagents are in limited supply. Please order when patients have respiratory symptoms and/or fever not explained by an alternate diagnosis AND the RVP is negative. Co-testing for COVID-19 in the context of a positive RVP should occur infrequently and only when the clinical syndrome does not fit the identified respiratory viral pathogen.

Calling Patients with Negative COVID Results

Thanks to our Mobile Mammography staff for stepping up to call all patients tested for COVID at Upstate who have negative results. The Department of Health calls patients with positive results, but not negative. We are grateful to this team for providing this service to ease the burden of our front line clinicians.

Advanced Practice Providers

There is a labor pool re-deployment process for Advanced Practice Providers who are University Hospital Employees and who are not currently seeing patients in the clinic. We are doing this to meet the work needs of the COVID-19 initiative. **Please do not send these clinicians home. Refer them to Sarah Fries for direction about where they are needed.**

ALERT —
ADVISORY —
UPDATE —

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PRIORITY BUT NOT FOR IMMEDIATE ACTION
FOR INFORMATION; UNLIKELY TO REQUIRE ACTION

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OMH Waives Any Site-of-Service Restrictions for Telehealth during COVID

Good news! OMH has waived site location restrictions to the office for Behavioral Health Telehealth visits during COVID. Previously, in order to be reimbursed, behavioral telehealth had to be performed in the office.

<https://omh.ny.gov/omhweb/guidance/supplemental-guidance-use-of-telemental-health-disaster-emergency.pdf>

Updated Recommendations for PPE use and Staff Action Following Exposure

| Exposure Scenario | Patient's PPE | Staff PPE | Staff Action after Contact / Potential Exposure |
|--|------------------------------|-----------------------------|---|
| No Known Exposure | None Recommended | None Recommended | No action |
| COVID Ruleout Patient | Appropriate PPE* for Patient | Appropriate PPE for Staff** | No action |
| | Patient without PPE | Appropriate PPE for staff | No action |
| | Patient without PPE | Inappropriate PPE for staff | ***Continue to work, monitor symptoms and temperature until test COVID test results available, if longer than 48 hours for test results wear surgical mask |
| COVID Positive Patient | Appropriate PPE* for Patient | Appropriate PPE ** | No action |
| | Patient without PPE | Appropriate PPE for staff | No action |
| | Patient without PPE | Inappropriate PPE for staff | ***Continue to work, wear a mask, monitor symptoms and temperature for 14 days or until symptoms develop. For symptoms, seek medical care |
| COVID Positive Patient having a High Risk Procedure. (eg FOB/BAL, NP swab collection, Intubation, Surgical procedures which could aerosolize) | N/A | Appropriate PPE ** | No action |
| | N/A | Inappropriate PPE for staff | ***Continue to work, wear a surgical mask, monitor symptoms and temperature, continue monitoring for 14 days or until symptoms develop. For symptoms, seek medical care |
| Staff member positive for COVID | | | Should not work for at least 7 consecutive days. Contact Employee Health prior to returning to work. |
| Staff member awaiting COVID result | | | Self-quarantine at home until results are available. For symptoms seek medical care |
| Staff member returning from domestic travel without known COVID+ contact | | | ***Continue to work, monitor symptoms and temperature, continue monitoring for 14 days or until symptoms develop. For symptoms, seek medical care |

Notes

* Appropriate patient PPE = surgical mask

** Appropriate provider PPE = N95 mask or PAPR for clinician OR both patient & provider wearing surgical mask; goggles or shield; gloves; gown

*** Incubation period from time of exposure to time of symptoms ~5 days; Earliest time from exposure to time of potential infectiousness estimated at 2.5 days; Current time from sample collection to COVID test results < 48 hours

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