

# 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

**APRIL 1, 2020**

## Flatten the Curve

Please take a look at the empowering message from Dr. David Price, a pulmonologist at Cornell, about reducing COVID-19 transmission. This video was shared with us by Dr. Luis Mejico.

<https://www.wesmoss.com/news/an-important-covid-19-update-and-advice-video-from-dr-dave-price/>

## Video Visit Platforms from Mark Zeman

In response to the need for a fast telehealth solution during COVID-19, we chose to use WebEx as the preferred platform. The advantages to WebEx are that it is HIPPA-compliant, and we offer training and support for it.

Now that most of our clinics are seeing patients virtually, some providers prefer to use video solutions other than WebEx. For the time being, until we select and implement a permanent video platform, the following video solutions are acceptable for video visits\*:

- Zoom
- Doxy.me
- FaceTime (need to hide your cell number)
- Skype
- WhatsApp

\*When using any video visit platform, **the video must** (1) be scheduled and documented in EPIC and (2) include the SmartPhrase .TELEMEDICINEDISCLAIMER to document that the patient has consented to the video visit and has accepted the risk that it may not be completely HIPPA-compliant.

Because we are focusing our efforts on developing a comprehensive, integrated video solution, we cannot guarantee support for the approved alternatives to WebEx.

Video solutions other than those specified above are not approved for Upstate providers at this point in time.

## Loop Mask Utilization

Our supply of loop masks is quite limited. We want to continue to have them to offer physicians, staff, patients, and visitors. PLEASE be sure to use the loop mask you receive in the morning for the entire day,

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

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

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unless it becomes soiled or damaged. Store it protected if you must replace it with an N-95 or PAPR to enter a COVID isolation room and replace it afterward.

## **Wear Your Upstate Loop Mask At the VA**

Upstate clinicians, including house staff, are asked to bring and wear your ear loop masks from Upstate when providing care at the VA Medical Center. You do not need to remove your mask when working in this location.

## **COVID-19 Testing for Staff**

For those of you who need COVID-19 testing, please to go to Upstate's testing site at 550 Harrison Center so you will be notified promptly about your results and will receive guidance about follow up steps. If you test positive for COVID-19, **it is important that you notify Employee Health right away.**

## **Clinician Access to Crouse**

In an effort to prevent non-clinical traffic between organizations, access to Crouse Hospital via the UH 5<sup>th</sup> Floor bridge has been restricted. Clinicians needing to access Crouse Hospital through the bridge, swipe your badge as usual, and if the doors do not open, press the intercom button and tell security that you are a clinician who needs access.

## **Care for the Caregiver Hotline**

Emotional support is available 24 hours a day, seven days a week by phone. Please call 315-464-THEM and ask to speak with a social worker. The hotline social workers are available to listen, offer support, provide information, and refer to a mental health specialist as needed.

## **Urology Expanded Clinic Hours**

The Upstate Urology Clinic located at 550 Harrison Center now offers extended hours from 7 am – 7 pm, seven days a week, to provide care for many urological issues and to keep patients away from the hospital and Emergency Department (ED).

- 24/7 line is 315-464-1500
- Back line for the nurse is 315-464-1415 (7 am – 7 pm)
- Urology residents are available via Amion 24/7
- Dr. Bratslavsky is available on his cell 24/7 at 315-726-0121

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Because the screening for COVID-19 is also at 550 Harrison Center, to avoid having patients enter via the same entrance, the entrance to the Urology clinic is now through the side door. It is marked with an American Flag and is about 50 feet to the left of the main entrance to 550 Harrison Center.

Urology now provides care for many of the issues previously seen in the ED right in the clinic. These include urinary retention, abscess, clot irrigations, stent placement for renal stones, priapism, clogged or broken catheters, and dislodged nephrostomy or suprapubic tubes. Urology will also perform suprapubic tube replacement, IV antibiotics, and IV fluids in the office.

## **OrthoNow!**

Upstate Orthopedics will continue to provide expert orthopedic care during the COVID-19 crisis through telemedicine services and urgent in-person visits.

- Telemedicine services: available Monday – Friday from 7 am – 11 pm
- Urgent In-Person Visits: available Monday – Friday from 7 am – 5 pm

Referrals for Telemedicine Services or Urgent In-Person Visits can be made by calling 316-464-8600 (7 am – 5:30 pm, M-F) or via fax to 315-464-6464.

Additionally, walk-in hours are available Monday – Friday from 5 pm – 10:30 pm and Saturday – Sunday from 7 am – 10:30 pm.

Please refer to attached flyer for more information.

**ALERT —**  
**ADVISORY —**  
**UPDATE —**

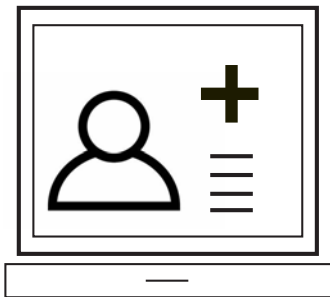
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# UPSTATE ORTHOPEDICS

**REVISED  
HOURS**

04-13-2020

Upstate Orthopedics will continue to provide expert orthopedic care during the COVID-19 crisis through telemedicine and urgent in-person visits.



## Telemedicine Services

MON - FRI: 7:30 AM - 9:00 PM

### REFERRALS

Call 315-464-8600 (8:30 AM - 5:00 PM, M-F)  
or Fax to 315-464-6464



## Urgent In-Person Visits

MON - FRI: 7:30 AM - 5:00 PM

### REFERRALS

Call 315-464-8600 (8:30 AM - 5:00 PM, M-F)  
or Fax to 315-464-6464

**OrthoNOW!**  
OF SYRACUSE  
An After Hours Walk-In Program

## Walk-in Hours

MON - FRI: 5:00 PM - 8:30 PM

SATURDAY: 9:00 AM - 2:30 PM