



## TGMC Health COVID-19 Internal Employee FAQ

March 17, 2020

**[NOTE: This is a very fluid situation.]**

**ALL RESPONSES ARE SUBJECT TO CHANGE. A NEW DATE-STAMPED FAQ WILL BE SHARED PERIODICALLY]**

### General Status, Procedures, Testing

**1. Friends and family are asking what TGMC is doing to prepare and manage COVID-19. As an employee at TGMC, what should I say?**

- *The health and safety of our patients and employees is always our top priority. Our teams are working around the clock to prepare for any situation.*
- *This is an evolving public health situation and we work closely with the Louisiana Department of Health (LDH) to receive the latest information as well as follow the Center for Disease Control, or CDC, guidelines.*
- *TGMC's Coronavirus Team meets daily basis and we have created a working task force with representatives from departments across the facility including Administration, Physician Leadership, Nursing, Infection Control, Facilities, Emergency Management, HR, and Marketing.*
- *We have a protocol in place for the screening and isolation of any patient suspected of having the disease. We have also had Lunch and Learns for our physician office practices to educate providers.*
- *If a case is suspected or identified, we will implement all appropriate isolation and protective measures outlined by the CDC and follow their guidelines for hospital personnel and visitors.*
- *Additionally, we will immediately notify the proper parties, including the state department of health.*

**2. What is the TGMC Restricted Visitation Policy as mandated by LDH?**

- *Entry is allowed ONLY through Main Lobby doors*
- *Screening questions and temperature check will be administered upon entry*
- *One visitor/patient/day (same visitor)*
- *Two visitors/patient/day (same visitor) will be allowed in Women's Health Center: Labor and Delivery and Postpartum area only*
- *No one under the age of 18 is allowed to visit*
- *All visiting hours will end at 6 PM*
- *Patients visiting all TGMC clinics will be screened as well*

### **3. What should someone do if they're feeling sick?**

- *If you do not have symptoms of COVID-19, but are not feeling well, please stay home. This is for the safety of you and our patients.*
- *Report your sickness to your director or house supervisor.*
- *Employees with symptoms consistent with COVID-19 should call their primary care provider.*
- *Testing is being offered at the Ochsner-TGMC Urgent Care – Houma, 5922 W. Main St., Suite A.*
- *We are working to implement virtual visits and a drive-thru testing site. More information will be provided as available.*
- *Louisiana's statewide 211 network is also answering calls about coronavirus. Dial 211 or text the keyword LACOVID to 898-211 for the most current information about the outbreak, 24 hours a day.*
- *Louisiana Department of Public Health offers daily updates. This can be found [www.ldh.la.gov](http://www.ldh.la.gov)*

### **4. When a patient is diagnosed at TGMC, where will they receive treatment?**

- *Patients diagnosed with COVID-19 may not need to be admitted to a hospital. In many cases, just as with patients who have the flu, the patient can recover at home. Should hospitalization be required, TGMC has the facilities to treat patients diagnosed at its facilities. If a patient is diagnosed by another community hospital, the patient can receive care at that facility.*

### **5. If a case is diagnosed at our hospital, would we have to cancel elective surgeries and upcoming clinic appointments?**

- *No, we will ensure that the COVID-19 positive patient is in the appropriate isolation precautions and that staff are following effective infection control practices.*

### **6. Can TGMC test for COVID-19?**

- *We are investigating the feasibility of testing based upon current rules and regulations. . More information will be provided as this becomes available.*

### **7. If we can test, how long does it take to receive test results?**

- *Results are taking anywhere between 2-5 days, depending on the lab used for results.*

### **8. Is there a designated preferred testing site in our area for referrals from the Louisiana Department of Public Health (LDH)?**

- *Yes. Starting immediately, TGMC Health has designated Ochsner-TGMC Urgent Care – Houma, 5922 W. Main St., Suite A.*
- *Please note that just because you are experiencing symptoms does not mean you will be tested. The La. Office of Public Health will be notified and guidance will be provided regarding next steps.*
- *Patients not experiencing symptoms of COVID-19 can call their primary care physician.*

## 9. Are there any plans to postpone non-urgent procedures or appointments?

- *At this time, we are making every effort to maintain clinical operations to meet the needs of our patients. We are experiencing a high number of cancellations at the patients' request, but we also have patients who are seeking to get their healthcare needs met and we want to ensure we are available for all patient needs.*
- *We are also working to establish virtual visits.*

## Employee Exposure, Protective Gear, and Quarantine

### 23. How are we protecting our frontline?

- *Frontline staff members are being protected through a number of mechanisms. Our Visitor Restriction Policy has been implemented and no one is allowed in if they are symptomatic.*

### 24. Are we providing masks for patients and should all staff wear masks?

- *Staff should wear proper PPE when interacting with persons under investigation (PUI) of having COVID-19. Staff should not wear surgical masks – these should be reserved for patients exhibiting respiratory symptoms so as to prevent staff and other patients/visitors from becoming ill.*
- *In general, the public does not need to wear masks if they are healthy. Persons who are sick with a respiratory illness can help prevent the spread of germs by wearing a mask. However, if you are not sick, wearing a mask will most likely not protect you from contracting a virus or other illness. The best thing that your friends and family can do – is to wash your hands thoroughly.*

### 25. If a family member in my household is diagnosed with COVID-19, am I under quarantine as well due to exposure?

- *No, CDC guidelines do not indicate quarantine in this situation.*

### 26. Is there a list of information or FAQs for my family if I or someone at my household has been diagnosed with COVID-19? What's my best source of truth going forward for treatment and prevention?

- *The Centers for Disease Control (CDC) is a great source to utilize for questions about COVID-19. TGMC.com has a direct link by clicking on the Coronavirus learn more section of the home page.*

## Visitors, Vendors, Drills, Source of Truth Information

### 27. Where can I find answers to my questions and where can I direct patients for more information from TGMC?

- *TGMC will send out emails to our employees. It is critical that employees check their email regularly to ensure they receive the latest system communications regarding COVID-19.*
- *Please contact your director with any questions or concerns you may have regarding COVID-19.*
- *For our patients, TGMC.com has the latest CDC information.*
- *Louisiana's statewide 211 network is also answering calls about coronavirus. Dial 211 or text the keyword LACOVID to 898-211 for the most current information about the outbreak, 24 hours a day.*

## **28. Have our policies changed regarding vendors?**

- *Our Visitor Restriction Policy has been implemented.*
- *Vendors are limited at this time unless needed for a scheduled case. They are required to check in with PSD for appropriate badges.*

## **Supply Chain, Facilities, Supplies**

### **29. Do we have the supplies we need (rooms, masks, PPE)?**

- *TGMC is working closely with our supply chain team and has a plan in place to manage allocation and distribution of medical supplies. We communicate daily with our manufacturers and distributors to ensure we continue to have the appropriate medical supplies on hand and en route, as well as identifying alternative supply options if needed.*
- *TGMC follows CDC recommendations for PPE requirements for providers who may come into contact with COVID-19 patients. This includes N95 masks, eye protection, isolation gowns and gloves.*
- *N95 masks are on allocation. Clinician education is available to ensure appropriate use.*
- *Emergency PPE inventory is housed in PSD.*
- *Our supply chain continuity plan is in development to ensure supplies are available when needed.*

### **30. Are we taking extra precautions in EVS?**

- *EVS is disinfecting high-traffic areas by wiping them down frequently.*

### **31. Are purple top wipes available?**

- *Currently, purple top wipes are on limited supply and are only available for clinical use.*
- *Virex is available and can be obtained by calling PSD at x 4289 or 4220. Virex is to be used with paper towels and the paper towels need to be disposed of promptly.*

## Telehealth

### **32. Are our physician offices able to see patients via virtual visits?**

- *Endocrinology, CARE TGMC has been able to conduct a virtual visit for well patients coming in for routine check-ups.*
- *We are working to implement more of these types of visits for our patients in other TGMC clinics.*
- *Patients do have to be registered with MyChart.*