

Baptist Health South Florida

Situation Report: COVID-19

April 15, 2020 – 5 P.M.



Baptist Health System-wide Status

Current Hospitalized COVID-19 Positive Cases: 201

Total COVID-19 Positive Discharges (YTD): 398

Emergency Level: Our incident command remains at Level 2 (Partial Activation)

State and National Outlook

Confirmed cases in Florida: 21,435

Confirmed cases in U.S. : 605,390

Personal Protective Equipment (PPE)/Supplies

Please continue to visit our [page for clinical guidance](#), including safe PPE use.

COVID-19 Testing

Laboratory Update/ In-House Testing: The Molecular Diagnostic Lab at Miami Cancer Institute is one of only 12 hospital laboratories across the country to have been granted Emergency Use Authorization by the FDA for the COVID-19 test being done at the lab. Other labs that have received this authorization include Stanford Health Care, Northwestern Medicine, Yale New Haven Medicine and Children’s Hospital of Philadelphia. We are able to run the new test once per day and have the capacity to process 80 tests during each run. All of these results should be back in less than 24 hours. We may be able to expand this capacity, based on available supplies and staff.

We continue to expand in-house COVID-19 testing across our system, and expect to increase capacity as more supplies needed to run the tests become available. Tests not processed in-house are being sent to BioReference Laboratories. The turnaround time for BioReference Laboratories is currently 2-5 days.

Additional information and testing guidance for physicians and clinicians can be found at: https://goebcc.baptisthealth.net/Documents/html/index_Covid.htm

Community Testing: For community testing sites across our area , [click here](#).

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Operations Update

Recovery Task Force: As Baptist Health begins to determine when and how to reopen parts of our elective business, a task force has been formed under the leadership of Nancy Batista-Rodriguez to review multiple aspects of our business - from operations to environment of care, to community and patient engagement. The goal of this task force is to develop protocols for a new way of caring for our community as we transition through COVID-19 and beyond.

New COVID-19 Hotline: In order to keep our community safe and well-informed, Baptist Health has developed a dedicated hotline to provide guidance related to COVID-19. Both individuals who believe they are having symptoms of coronavirus or people with concerns – patients and non-patients alike – are invited to call [1-833-MYBAPTIST](tel:1-833-MYBAPTIST) ([833-692-2784](tel:833-692-2784)) for direction and next steps. Our bilingual call center agents can also answer questions about the latest Baptist Health visitation policies, closings, changes in hours of operation, and more.

The service is available 24 hours a day, 7 days a week for the duration of the crisis. Community members also have the option of completing our online [Coronavirus Assessment tool](#) to determine risk level and receive guidance. If a visit with a doctor is recommended, people can see a doctor on their phone from the safety of their home via the [Baptist Health Care On Demand](#) app. Use code CARE19 for a free visit.

COVID-19 Clinical Resource Webpage: The Evidence-Based Clinical Care (EBCC) team has developed a Coronavirus (COVID-19) webpage for practitioners. The information on this page is being released and updated on a regular basis as more details become available regarding COVID-19. Medical Staff and employees will be able to find information on testing, treatment and care of confirmed and suspected coronavirus patients. Leaders will be able to find pertinent information for their departments and teams. The page is accessible via any computer or mobile device:

https://goebcc.baptisthealth.net/Documents/html/index_Covid.htm

Visitor's policy: For the health and safety of our patients, families and employees, visitors are not allowed. Exceptions will be made in the pediatric and maternity units and in the NICUs.

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Occupational Health Screening Process

Travel Screening: Employees, volunteers, students, contractors or members of the medical staff who have returned from any international travel, any cruise ship, or from anywhere in the U.S. that is deemed to have widespread community transmission of COVID-19 in the last 14 days, must stay home, immediately contact Baptist Health's Occupational Health hotline at (786) 596-2345 and will be placed on 14 day quarantine.

Employee Post Exposure Screening: Infection Prevention & Control and Leadership, at each entity, will identify employees potentially exposed to a suspected (PUI) or confirmed COVID-19 patient. After identification of potential employee exposures, Occupational Health will collaborate with Infection Prevention & Control and Leadership at each entity to determine whether or not exposed employees should be quarantined based on CDC's risk assessment of healthcare personnel COVID-19 exposures (such as medium or high-risk exposures). For questions related to COVID-19 exposures, please contact your local Occupational Health Office (not the Occupational Health Hotline).

Return to Work: Individuals who have been removed from work and placed on quarantine (due to travel or post-exposure) for 14 calendar days will need to receive clearance from Occupational Health before reporting to work.

Employees experiencing symptoms of fever (at or above 100.4) and/or acute respiratory illness (cough, shortness of breath, etc.) should stay home. For more information, visit the COVID-19 page on the intranet.

Human Resources

#PineappleProud + Strong – Your Weekly Wave of Inspiration: In case you missed it, last week the #PineappleProud committee released their first weekly **PineappleProud + Strong – Kindness Campaign** recap video ([watch from your phone](#) | [watch from your computer](#)) to showcase all the compassionate and inspiring photos that had been submitted throughout the week. They also launched a new **Inspirational Chalk Art** activity as part of the campaign.

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Human Resources (continued)

Be on the lookout each Friday for a new recap video and new ideas on how you can participate in the wave of kindness. In the meantime, be sure to send your #PineappleProud and #PineappleStrong photos, messages and chalk art to PineappleProud@baptisthealth.net.

You can get the latest employee information regarding COVID-19 from Baptist Health on the go! – a mobile site accessible from anywhere at any time. Just type baptisthealth.net/go on your phone, computer, or tablet. [Click here](#) for more information. Boca Regional employees should type boca.baptisthealth.net and can [click here](#) for more information.

Pastoral Care and Counseling

Interest-free Emergency Loans: The Baptist Health Employee Sunshine Fund, coordinated by Pastoral Care, is available to assist with pandemic-specific financial hardship through interest-free loans. Additional information and loan applications are available on the COVID-19 page on our intranet.

Support Hotline: 305-596-4036 is available for employees to call between 8 a.m. and 9 p.m., 7 days per week during the duration of the coronavirus crisis. Patient care requests and other emergency needs should still be directed to entity-based Pastoral Care offices. Overnight emergency calls between 9 p.m. and 8 a.m. should continue to be directed to hospital-based switchboards as customary.

Virtual Chapel Space: Available via Zoom at 12:30 p.m. Mondays, Wednesdays and Fridays to any employee interested in coming together for 10 minutes of guided prayer and reflection. <https://baptisthealth.zoom.us/j/821265025?pwd=cVNwRExhMHR2c1hxQm5MOSVU3kydz09>
Meeting ID: 821 265 025 Password: 068614

Baptist Health Care On Demand

We are offering Care On Demand FOR FREE with the code CARE19. Our online caregivers are prepared to follow the appropriate CDC protocols and can answer questions regarding COVID-19, evaluate a patient's risk and provide support to relieve symptoms. Telehealth is a valuable tool in helping to prevent the spread of the virus. Please feel free to share information about Care On Demand and the code CARE19 with your friends and family.

Finance

Department leaders can find guidance on the tracking and proper coding of COVID-19-related expenses on the COVID-19 page on our intranet.



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Students

Student rotations and observer programs at all Baptist Health facilities are suspended until further notice. Scholar Nurse Partners will be scheduled for approved per-diem employed shifts, as needed. This restriction is **not** applicable to medical residents and fellows, pharmacy residents and nursing residents who will continue to provide care as needed and within their scopes.

Media & Social Media

Media Inquiries: With the news media trying to cover every angle of the COVID-19 outbreak and with our hospitals and frontline employees seen as ground zero for many of these stories, it's important to remember that all interaction with the media should be filtered through Marketing & Communications. If you receive a call or encounter a member of the news media on assignment, please direct them to MediaRelations@BaptistHealth.net or 754-900-9967.

Social media/Privacy: It is important to keep our privacy and social media guidelines always top of mind. As an employee, you represent Baptist Health. Therefore, how you present yourself to our patients and community, both in-person and online, is a reflection on Baptist Health. Employees should be appropriate and respectful and should never disclose any protected health information or confidential business records or data. If you have any questions, please refer to the Social Media and HIPAA Privacy policies on the intranet, or contact your HR representative.

Baptist Health Information Sources

In addition to our regular email communication to all staff, you can also keep up to date about COVID-19 through a variety of ways:

- The COVID-19 page on the intranet
- [Baptist Health's Resource blog](#)
- [BaptistHealth.net/Coronavirus](https://www.baptisthealth.net/coronavirus)
- Follow @BaptistHealthSF on Facebook, Instagram and Twitter
- **Baptist HealthTalk Podcast:** Host Jonathan Fialkow, M.D. and expert guests from across the system, answer the most frequently asked questions and address concerns in a conversational tone. You can download Baptist HealthTalk wherever you download your favorite podcasts, or click [here](#).