

# Baptist Health South Florida

## Situation Report: COVID-19

April 24, 2020 – 5 P.M.



### Baptist Health System-wide Status

**Current Hospitalized COVID-19 Positive Cases: 166**

**Total COVID-19 Positive Discharges (YTD): 525**

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

### State and National Outlook

**Confirmed cases in Florida: 30,174**

**Confirmed cases in U.S.: 865,585**

### Operations Update

**Recovery Task Force:** The work of the system-wide Recovery Task Force got underway this week, along with numerous subcommittee meetings that will focus on specific functions and service lines. The task force is currently establishing criteria for resuming outpatient/elective services and conducting site visits to ensure our environment of care is safe. Reopening will require a phased approach and continuous monitoring, so that we have the supplies, staffing and procedures in place for the safety of our employees and patients. As plans are developed, the task force will be following guidelines from applicable societies and sharing best practices in a “handbook” that will serve as a roadmap for Baptist Health’s recovery activities.

**Laboratory Update/ In-House Testing:** In order to gradually and safely reopen some aspects of our operations, it is critical for us to have the capability of testing many more of our employees and patients. Our goal is to be able to do all of our testing in-house soon. Currently, we are limited by the availability of tests and supplies, but we expect availability to improve in the coming weeks.

For our Miami-Dade facilities, tests not processed in house are being sent to Quest labs. For other locations, we continue to use BioReference Laboratories. The turnaround time for BioReference Laboratories is currently 2-5 days.

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

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### Personal Protective Equipment (PPE)/Supplies

We continue to follow PPE conservation guidelines from the Centers for Disease Control and Prevention (CDC) and the Florida Department of Health. In order to optimize our supplies of gowns during a crisis capacity level, we are providing you with the latest Baptist Health conservation guidelines.

Please visit our [page for clinical guidance](#) to reference the WINK with the following conservation guidelines for gowns:

Conservation strategies: Limit number of staff entering isolations rooms to those providing patient care. Use of a gown should be prioritized for aerosol generating procedures and high-contact patient care activities.

Extended and reuse of gowns: Use of gowns (disposable or reusable) such that the same gown is worn by the same caregiver when interacting with more than one patient in a cohorted area.

Collection of gowns (disposable and reusable): we will begin collection of gowns for reprocess (reusable gowns) and future offsite decontamination by a FDA-approved vendor. We will provide additional information in the days to come.

### Human Resources

Please [click here](#) for the latest information from HR. You can access more employee information regarding Coronavirus (COVID-19) from ***Baptist Health on the go!*** – a mobile site that can be accessed from anywhere at any time. Just type [baptisthealth.net/go](http://baptisthealth.net/go) on your phone, computer or tablet and select the **COVID-19** tile. Boca Regional and BocaCare employees, type [boca.baptisthealth.net](http://boca.baptisthealth.net).

### Privacy Reminder

As we honor the important work that is being done on the front lines and the big moments we are celebrating with our patients, it's important that we also respect our patients' privacy and follow HIPAA rules. Please remember that under HIPAA, recording videos or taking photos of patients, even during discharge celebrations, is not allowed. A formal authorization must be obtained from the patient if their images will be used for activities that are not part of the delivery of care. Employees are not permitted to take pictures or videos of patients for their personal use.

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### Privacy Reminder (Continued)

Similarly, employees are not allowed to comment about the care they provided to a patient on Social Media. All marketing authorizations, recordings and social media posts are coordinated through the Marketing & Communications team.

Celebrations are an important part of our culture and as we embrace the joy of helping our patients heal we must also be mindful of patient privacy. Please follow the approved BHSF social media activity on the Baptist Health South Florida or individual hospital pages and feel free to “like” or “share” the official posts. Should you have any questions, please call the HIPAA Privacy Hotline at 786-596-8850 or email [Privacy@Baptisthealth.net](mailto:Privacy@Baptisthealth.net).

### Pastoral Care and Counseling

For information about resources available through Pastoral Care, including interest-free emergency loans, a support hotline, and a virtual chapel space, visit the COVID-19 page on the intranet.

### 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.

### 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.

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### 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](mailto: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](#).