

# Baptist Health South Florida Situation Report: COVID-19

April 9, 2020 – 5 P.M.



## Baptist Health System-wide Status

**Current COVID-19 Positive Cases: 184**

**Total COVID-19 Positive Discharges: 50**

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

## State and National Outlook

**Confirmed cases in U.S.: 395,011**

**Confirmed cases in Florida: 16,364**

## Personal Protective Equipment (PPE)/Supplies

**Mask Policy Update:** All employees, patients and visitors are now required to wear a covering over their nose and mouth while on our campuses. We have updated our policy as follows:

- **All employees, medical staff and vendors** will need to wear masks at all times while on hospital premises. One face mask per day will be provided upon entering our facilities.
- **All patients** – masks will be provided for those who enter the emergency room and for patients who are admitted.
- **All (permitted) visitors** will be required to wear a mask or covering over their mouth and nose while on hospital premises.

For additional information on efforts to optimize PPE and the latest guidance, [click here](#).

**FIU and FAU Face Shields:** Florida International University (FIU) and Baptist Health South Florida have partnered to 3D-print reusable face shields. The first batch of face shields was already delivered. FIU's College of Communication, Architecture, + The Arts (CARTA) is mobilizing its 3D printing facilities, faculty, staff and students to produce a minimum of 1,000 face shields for Baptist Health.

In addition, a team from Florida Atlantic University (FAU)'s College of Engineering and Computer Science and Institute for Sensing and Embedded Network Systems (I-SENSE), one of the university's four research pillars, have identified a simple solution to rapidly produce protective face shields for Baptist Health.

# Baptist Health South Florida

## Situation Report: COVID-19

April 9, 2020 – 5 P.M.



### Personal Protective Equipment (PPE)/Supplies

The disposable face shield developed by the FAU team only requires clear polyester plastic, elastic fabric bands, and a laser cutter. Baptist Health has requested an initial order of 4,000 face shields, which the FAU team expects to have completed within a week and will be followed by another order of 4,000 face shields.

### COVID-19 Testing

**Laboratory Update/ In-House Testing:** We now have limited capacity to conduct COVID-19 testing in-house across our system. We expect to be able to expand this capacity as more supplies needed to run the tests become available. We are also able to use the Molecular Diagnostic Lab at Miami Cancer Institute for testing. Tests not processed in-house are being sent to BioReference Laboratories. The turnaround time for BioReference Laboratories is 24-72 hours.

Additional information and testing guidance for physicians and clinicians can be found at: [https://goebcc.baptisthealth.net/Documents/html/index\\_Covid.htm](https://goebcc.baptisthealth.net/Documents/html/index_Covid.htm)

**Community Testing:** In partnership with Florida International University and the Florida Department of Health, Miami-Dade has opened a COVID-19 drive-through testing site on the grounds of the Miami-Dade County Fair & Exposition. Testing at the new site is designated for people 18 years and older who have symptoms associated with COVID-19.

Appointments must be made by calling 305-499-8767. The call center opens at 9 a.m. and takes appointments for the following day until all 300 slots are filled. The call center then closes until the next day at 9.m. The entrance is located on Southwest 107 Avenue and 17<sup>th</sup> Street. Testing, which begins at 9 a.m. daily, is by appointment only.

For additional testing sites across our area , [click here.](#)

### Operations Update

**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.

# Baptist Health South Florida

## Situation Report: COVID-19

April 9, 2020 – 5 P.M.



### Operations Update (continued)

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](https://goebcc.baptisthealth.net/Documents/html/index_Covid.htm)

**Surge planning:** We are working as a system to ensure we have the proper surge plans in place should the need arise in the coming weeks.

**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.

### 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).

**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.

# Baptist Health South Florida

## Situation Report: COVID-19

April 9, 2020 – 5 P.M.



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

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](https://baptisthealth.net/go) on your phone, computer, or tablet. [Click here](#) for more information. Boca Regional employees should type [boca.baptisthealth.net](https://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. To join Zoom Meeting, visit: <https://baptisthealth.zoom.us/j/821265025>

### 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.

# Baptist Health South Florida

## Situation Report: COVID-19

April 9, 2020 – 5 P.M.



### 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](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](#).