

Subject: COVID-19 Update July 9, 2020

Sent: Thursday, July 9, 2020 7:04 PM

From: Bo Boulenger

To: DG-BHSF Everyone; DG-BT Everyone Automated; BRRH Everyone; BRRH-BocaCare All

Ladies and Gentlemen:

We continue to see the number of patients with COVID-19 increase dramatically across our system. We are now caring for a total 618 COVID-positive or suspected-positive at our hospitals. We know the immense effort and dedication that goes into providing and supporting this care for our community, and, on behalf of our entire leadership team, you have our appreciation for your exceptional commitment. Our patients, families, employees, colleagues and loved ones need us now, more than ever, and we are grateful to all of you for heeding that call and selflessly working to care for them each day. Your work is life-changing and life-saving. Since the pandemic began, we have been able to successfully treat and discharge 2,149 COVID-19 positive patients. That's 2,149 patients who are now back with their families and loved ones, thanks to you. The road ahead of us is long and uncertain, but together, we will help our community get through this phase of the crisis. Below are some important updates for this week.

Staffing

We recognize the strain and the incredible amount of work that is being done on the front lines, and nursing leaders and HR are working together on various measures to provide staffing support, as quickly as possible. We are continuing to hire nurses and clinical staff to support our staff during the surge we are currently facing. From the onset of this crisis, we have cross-trained nurses and are now also utilizing our newly licensed RN residents to support our experienced nurses. We also have a contract to bring in 100 additional nurses to fill critical needs, and they will be working in our facilities very soon. Plus, we are also requesting clinical staff from the state – nurses, doctors and patient care support staff, for example. We continue to explore every opportunity to ensure that our frontline caregivers have the support they need.

Test Results Notifications

As the number of patients seeking testing for COVID-19 continues to increase across our system, we are working to streamline the process of notifying our patients of their test results. Beginning this Friday, any patient who is tested at our Urgent Care Centers, Urgent Care Express locations or Emergency Departments in Monroe, Miami-Dade and Broward counties, and who has a negative COVID-19 test result will automatically receive a text message when their results are ready. If a patient chooses not to receive their result via text message, they may retrieve their results through our patient portal or wait to receive their results through a phone call by a Baptist Health team member after an additional delay. We will have a similar solution in place for our facilities in Palm Beach County soon.

We know our patients are anxious as they wait for their results, and we hope that this process will help ease that, and also decrease the volume of calls to our facilities from patients seeking their test results. We continue to incorporate innovative ways to communicate with our patients.

Where to Direct our Community for Care

For those who may be experiencing symptoms or may have been exposed to coronavirus, our online [Coronavirus Risk Assessment](#) tool or COVID-19 hotline, 1-833-MYBAPTIST (833-692-2784), can help determine risk and next steps. The information provided is based on CDC guidelines and recommendations. Asymptomatic patients, those with mild symptoms, or anyone who believes they may have been exposed should follow isolation guidelines and see a doctor online via the [Baptist Health Care On Demand app](#). Patients with mild to moderate symptoms should visit their nearest [Baptist Health Urgent Care](#) center. For severe symptoms, such as trouble breathing or persistent pain or pressure in the chest, patients should call 911 or visit their nearest emergency room or off-campus emergency center.

To continue providing valuable access to care to our community, we are offering a FREE urgent care visit on Baptist Health Care On Demand with code CARE19.

As a reminder, Baptist Health Urgent Care centers, Urgent Care Express clinics and Emergency Rooms are testing ONLY those patients who are actively experiencing symptoms of the virus. Outside prescriptions for testing are not accepted. Patients without symptoms, but would like to be tested, should visit a [community testing site](#).

Cafeteria Discount for Employees

Employees working at facilities with cafeterias/cafés will once again receive a 50 percent discount on their food purchases as we continue to navigate the COVID-19 response. The discount is effective immediately and until further notice.

While no one knows with certainty how long this surge will continue, we expect that the next few weeks will be difficult. You have our support, our admiration and our sincere appreciation as we work through this challenging time. Please continue to care for yourselves and for each other just as we care for our patients.

Bo Boulenger

Executive Vice President & Chief Operating Officer

6855 Red Road | Coral Gables, FL 33143

Direct: 786-662-7572 | Main: 786-662-7111

Email: bob@baptisthealth.net