



## FAQs Regarding COVID-19

*Data as of 3/17/2020*

This FAQ has been developed in response to Caregiver questions and concerns. **Catholic Health is working hard to protect our Caregivers, residents, patients and participants. Information and regulations are changing quickly; we will continue to update you as information becomes available.**

With the continued rise of confirmed COVID-19 cases across the US, there is a need for Healthcare systems to respond and take the appropriate steps to mitigate the spread of the virus. Catholic Health is keenly focused on ensuring we are prepared to deal with the presence of COVID-19 in WNY. **A primary concern is the safety of all our Caregivers**

Many of you have questions regarding COVID-19 and how it may impact your role with Catholic Health, as well the potential impact to your family members. **Below are the most frequent questions that Caregivers are asking at this time.**

### **How can Caregivers stay up to date on all available information regarding COVID-19?**

- **Catholic Health has all available current information regarding COVID-19 on the Catholic Health Caregivers medical staff home page.** From information regarding the virus, Catholic Health visitor screening and Personal Protection (PPE) Equipment information, this site is updated as information becomes available.

### **What if a Caregiver feels sick?**

- **First and foremost, caregivers should stay home for at least 24 hours after his/her fever (under 100 degrees Fahrenheit) is gone.** A fever should be gone without the need to use a fever-reducing medicine.
- Cover your mouth and nose with a tissue when you cough and sneeze
- While sick, it is important to:
  - Limit contact with others as much as possible
  - Wash your hands often with soap and water or an alcohol based hand sanitizer
  - Avoid touching your eyes, nose and mouth
  - Clean and disinfect surfaces and objects

### **What if a Caregiver has a trip planned. Can he or she still go?**

- We care about our Caregivers and their families. It is important for Caregivers to be thoughtful about their travel decisions and to exercise caution including the avoidance of large groups or congested spaces, even when travelling closer to home.
- **Caregivers should refer to the March 6<sup>th</sup> memo from Catholic Health's Chief Clinical Officer & Chief Physician Executive, Dr Hans P. Cassagnol, regarding international travel restrictions.**



### What if a Caregiver has travel plans that include a high risk area?

- **It is important for the Caregiver to contact the Associate Health COVID-19 Call Center at (716)-447-6418 or [AssocHealthCovid19@chsbuffalo.org](mailto:AssocHealthCovid19@chsbuffalo.org) regarding all planned travel to or from Level 2 or 3 countries as identified by the Center of Disease Control (CDC), as well as travel to or from any identified area in the US or internationally with sustained transmission of COVID-19.** Please keep in mind that layover stops in one of the identified areas would constitute high-risk travel.
- **Before reporting to work a Caregiver returning from an identified high risk country/area must contact Medical Staff Office to have his/her situation assessed.** Catholic Health require the Caregiver to be self-quarantined at home for fourteen (14) days, even if he/she does not have any of the identified COVID-19 symptoms.
- A resource from the Catholic Health Associate Health COVID -19 Call Center will contact the caregiver regarding the self-quarantine process and instruct to follow up with their Primary Care Physician for possible testing.
  - Record his/her temperature twice (2x) per day, as well as note a cough or other respiratory changes.
  - Return-to-Work letter is required prior to returning to work.
- If a caregiver develops symptoms during the quarantine period, he/she should call his/her primary care physician and contact the Associate Health COVID-19 Call Center.

### What if a Caregiver thinks he or she has been exposed to COVID-19 at work?

- **If a caregiver believes he/she has been exposed to COVID-19 at work, he/she should immediately contact the Associate Health COVID-19 Call Center and complete a Catholic Health incident report.**
- The incident report should be filed with IDM following the usual incident report submission process.
- **Catholic Health Infection Control / Infectious Disease resources will assess the level of exposure and determine whether a self-quarantine period is necessary.**
- If a self-quarantine period is deemed not necessary, the caregiver will be able to return to work, but would be required to follow the required self-monitoring process and all designated infection prevention instructions.
- **If a self-quarantine period is necessary, the caregiver will be sent home for the designated fourteen (14) day period. The caregiver will need to notify their department chair and site VPMA accordingly.**
- If a caregiver develops symptoms and/or tests positive for COVID-19 during the quarantine period, he/she should contact his/her primary care physician and ARTC Associate Health Office.
- **Caregivers are required to be cleared by his/her own primary care physician and ARTC Associate Health before being able to return to work.**
  - Caregivers are responsible for scheduling their own return-to-work physical with ARTC Associate Health.
  - Clearance by ARTC Associate Health includes providing the completed 14 day self-monitoring form.