

11/30/2020

Team Update: November 23

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To: All Employees <Employees@conwayregional.org>; Rehab-All-Employees <Rehab-All-Employees@conwayregional.org>

Hi team,

Please see the updates below. As we continue to navigate the ever-changing landscape of COVID-19, we have several updates to share with you. We appreciate your continued patience and understanding, as things are once again rapidly changing. As each of you know, over the past few weeks, we have continued to see a rise in COVID cases throughout our state and the communities we serve.

Throughout Central Arkansas, service area wide hospitalizations have increased 50% over the last three weeks and statewide hospitalizations have increased 42% in the last 15 days according to the Arkansas Department of Health.

We are continuing to make changes and put precautions in place to ensure safety for all of our team, our patients, and our community. Today's updates will cover:

- Visitor Policy-updates and clarification
- ADH guidelines for essential healthcare workers
- Closing waiting rooms on campus
- Expanding COVID to 3 South and patient placement
- Beards and facial hair
- Extending N-95 mask usage
- Business office
- Thanksgiving meals

Visitor Policy

At the bottom of this email is the in-depth visitor policy. A brief overview and description is below (in red), but the specifics and nuances for different areas (surgery, ED, age of visitors, etc). is at the bottom of this email and posted on our website and social media. Given the rise in active COVID cases throughout our state and local communities, the intent is to reduce patients and our team to potential exposure by limiting the number of visitors and the amount of coming and going throughout our facilities. Exceptions at the Medical Center should only be made with approval from Angie Longing or Andrea Harrison.

- All patients and visitors entering the medical center and clinics are required to wear a mask at all times.
- Effective November 23, all patients may have one visitor per day between the hours of 3:00 pm and 6:00 pm. The visitor must stay in the patient room. If the visitor leaves the facility, there will be no same day readmittance.
- All Labor and Delivery patients may have one visitor per stay.

ADH guidelines for essential healthcare workers:

On Friday, the Arkansas Department of Health released new guidelines for evaluating return to work for essential healthcare workers. Our Infection Prevention team, quickly took steps to implement these guidelines.

For our team, it is important to note that employees with exposure to COVID-19 will be PCR tested 5 days after exposure, and if their test is **negative** they may return to work (these employees are still expected to quarantine from community activities). If an employee tests **positive** but is asymptomatic,

they may be allowed to return to work **only** working on dedicated COVID units with COVID positive patients.

To view the guidelines, visit

https://www.healthy.arkansas.gov/images/uploads/pdf/ADH_Essential_HCW_11182020_Draft_clean.pdf

Closing waiting rooms:

To limit opportunity for exposure, on campus waiting rooms will be closed off for congregating.

Expanding COVID to 3 South and Patient Placement

As we continue to see a rise in COVID hospitalization, along with a rise in critical care hospitalizations that are normal for this time of year, we are expanding our COVID beds to 7 beds on 3 South. We recognize there have been several changes to areas of the hospital and a summary of current patient placement is below

<u>Areas</u>	<u>Patient Placement</u>
1 East:	Critical Care
CVICU:	Critical Care (being converted from COVID back to critical care, implementation began 11/23)
CCU area:	COVID
2 North:	COVID
3 South:	7 beds COVID (implementation began 11/23)

Beards and facial hair

As we continue to see an increase in dedicated COVID beds, this means an increase in staff need for COVID patients. We are asking all males to prepare to wear an N-95. This includes appropriate shaving of facial hair. For questions, please contact your direct supervisor.

N95 mask updates for extended wear:

We are asking all staff to give considerable effort to extending the use of their N-95 mask. To prevent the mask from becoming soiled, we are asking staff to avoid wearing make-up.

Business Office

Patient Financial Services (Business Office) is closed to the public. Signage has been posted. Below indicates how the public may interact with the Business Office.

1. Drop payment through the mail slot in the door. A receipt will be mailed
2. Mail Payment to: PO BOX 9665, Conway, AR 72033
3. Calling: 501-450-2121 to speak with a Customer Service Representative
4. Emailing questions to patientaccounts@conwayregional.org
5. Paying the bill online by visiting the Conway Regional Medical Center website and going to the Patient & Visitor tab

Thanksgiving Meal

For employees working during the traditional Thanksgiving day meal celebration on November 26, please enjoy a complimentary lunch (11:00 a.m.-1:30 p.m.) or supper (4:30-6:30 p.m.) on behalf of CRMC.

Your meal may include:

- 1 Entrée
- 2 Sides
- 1 Roll/Cornbread
- 1 Dessert
- 1 Fountain Beverage or coffee