

**From:** UC Health <UCHealth@UCHealth.com>

**Date:** March 16, 2020 at 7:35:55 PM EDT

**To:** UC Health <UCHealth@UCHealth.com>

**Subject:** COVID-19 Update



**TO:** UC Health Employees & Clinicians

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**DATE:** Monday, March 16, 2020

**RE:** COVID-19 Update

As this situation continues to evolve, it's important that we are all informed about our system response. Below you will find updates regarding a number of items; please take the time to read and share with your colleagues and teams – particularly those that may not have regular access to a computer.

## Visitation Policy Update

As we shared during the last system update, visitor screenings are now in effect at the entrance of UC Medical Center and West Chester Hospital. We are beginning the process now to establish up to two pre-identified visitors per patient, record them in EPIC and implement a protocol for identifying these patients as they move about the hospital. Daniel Drake Center and Bridgeway Pointe are not accepting visitors due to their specific patient population.

## Childcare Support

Thanks to the generosity of the YMCA, staff at their organizations have been redeployed to assist with child day camps at a variety of locations. These day camps will be prioritized for children (ages 3-12) of clinicians and employees providing direct patient care. Interested parties should contact their nursing leadership to indicate how many spots would be requested. Thanks to a generous donation to the YMCA, the \$50 daily fee has been reduced to \$35/day for participants. In order to assist with employee hardship, UC Health will cover half of this expense, making the cost \$17.50/day.

## COVID-19 Drive-Thru Clinic

On Tuesday, March 17, we plan to open our COVID-19 drive-thru clinic to patients (and employees) with a scheduled appointment. The clinic is located in front of the West Professional Building at [3120 Burnet Avenue](#) ([click here for a map](#)). To refer a patient or schedule an appointment, call 513-41VIRUS (513-418-4787) This line is available between 7:00 a.m. – 11 p.m. 7 days per week, beginning Tuesday, March 17.

## Employee Processes

Many questions have been received about employees experiencing symptoms of COVID-19 and employees who have been exposed to others. Two related algorithms can be found on The Link:

[For employees exposed to someone with symptoms](#)

[For employees experiencing symptoms](#)

## How to Download The Link

Download “The Link” mobile app available in the App Store or Google Play, or view it on any computer or device at <https://thelink.uhealth.com/>. You’ll have access to the latest UC Health news, including a channel with specific updates and resources related to COVID-19, and information wherever you are – no need to be on the UC Health network. Once you visit The Link, follow these easy steps to log in:

- Click on the green “Sign In” button from the home page.
- Select “Employee/Clinician Sign-In” and enter your User ID or Epic ID and password.
- You only have to request a user account if you are a non-employee and do not have a User ID or Epic ID.

## Questions/Contacts

*For employees and physicians:*

UC Health Clinical Guidance Questions: 513-584-WASH or [covid19@uhealth.com](mailto:covid19@uhealth.com)

UC Health Employee Health Injury Line: 513-585-8000

*For patients and the community:*

UC Health COVID-19 Patient Line: 513-41VIRUS (513-418-4787) - open 7:00 a.m. – 11:00 p.m. daily

Ohio Department of Health COVID-19 Line: 1-833-4-ASK-ODH (1-833-427-5634)

Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

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