

## Clinician Update

April 15, 2021

### New Urgent Care Telehealth Platform Improves Access, User Experience

Virtua has been embarking on a digital transformation journey to advance our strategic goals around orienting to the consumer, as well as transforming and improving our delivery system. The pandemic has certainly accelerated these goals, particularly in the realm of telehealth. In fact, consumer experience with telehealth has surged in the last year, and Virtua pivoted to meet consumer demand.

Just this week, Virtua's Urgent Care Telehealth service transitioned from an app-based model to an entirely new experience involving a chat bot that launches directly from [Virtua.org/UCfromHome](https://www.virtua.org/UCfromHome). "Quincy" asks a few questions without any apps or special equipment, and in a matter of minutes, the patient is having a virtual visit with a Virtua clinician.

Says Virtua Urgent Care physician and the COVID-19 OnDemand clinical lead **Dr. Angela Skrzynski**, "For things like seasonal allergies, eye problems, minor musculoskeletal symptoms, headaches, UTIs, and even COVID-19 consults, Virtua's Urgent Care Telehealth service is available from just about anywhere our patients happen to be—from home, the office, the playground, even the beach. With evening, weekend, and holiday hours, we are here for you wherever and whenever you need us."

### Spread the Word to Sign Up for Vaccines

Virtua invites you to encourage your patients, friends, and family members to sign up for vaccine appointments at the Burlington County COVID-19 Vaccine Mega-Site. Even those who are not eligible until **Monday, April 19** can sign up now to schedule an appointment for the week ahead.

Those interested can visit <https://www.virtua.org/vaccine> to fill out the online form; email [covidmegasite@virtua.org](mailto:covidmegasite@virtua.org); or call 1-888-VIRTUA-3 (press 1 for COVID-19 vaccine). Those who reach out should provide the following information:

- Name
- Home address, cell phone number, email address
- Date of birth
- Preferred dates and times for your vaccine appointment
- Insurance information (name of insurance company, group number, member name, and member ID number)

**Note:** Your appointment for the second dose will be scheduled in person at the mega-site after you receive your first dose.

For frequently asked questions and answers about the COVID-19 vaccine, click [here](#). To virtually tour the Burlington County Mega-Site and for more information about MyChart, click [here](#).

### Five Facts: The Johnson & Johnson COVID-19 Vaccine

As widely reported this week, federal agencies recommended a pause in the administration of the single-dose Johnson & Johnson (Janssen) COVID-19 vaccine out of an abundance of caution. The Centers for Disease Control and Prevention (CDC) and the Food and Drug Administration (FDA) are investigating rare blood clots in six women, ages 18 to 48, that occurred six to 13 days after they received the vaccine.

On the [Today Show](#), **Dr. Anthony Fauci** stressed that the incidences that triggered the pause are very rare, and that anyone who received the Johnson & Johnson vaccine a month or more ago is not at risk of developing the health concern.

Dr. Fauci said, *“The bracket of time when this occurs was between one and two weeks. So if you’ve gotten your vaccine several weeks ago, then it makes it even less likely that you should have any concern at all... You don’t want people who just received the vaccine to be overly worried about this. This is a rare occurrence. The pause is just as an abundance of caution to really scope out the situation a little bit more closely.”*

**As health care colleagues, we are likely to be asked questions from patients, friends, family, and neighbors about the pause and what it means. Here are the five facts to relay to your loved ones:**

- The FDA and CDC called for an immediate pause on the Johnson & Johnson vaccine out of an abundance of caution. This pause allows scientists at both federal health agencies to study the six concerning cases and determine next steps.
- Nearly 7 million Americans have received the Johnson & Johnson vaccine, making these six reported incidences extremely rare—less than one in a million.
- If it has been four weeks or more since your vaccination, you are beyond the window of concern for this adverse reaction. If you received the vaccine more recently, continue to monitor your general health. Should you experience severe headache, abdominal pain, leg pain, or shortness of breath, contact your health care provider. If you experience a true medical emergency, call 911 immediately.
- All COVID-19 vaccines present the possibility of reactions or side effects. Most often, these are indicators that the vaccine is doing its job and protecting you from COVID-19. Many people who received Johnson & Johnson's vaccine experienced mild-to-moderate symptoms, such as arm pain, fatigue, headaches, chills, fever, and nausea. These typically clear up within a day or two.
- With all the talk of vaccine safety, it’s important to remember just how dangerous COVID-19 can be, and the importance of protecting ourselves against it. Vaccines are our best hope at ending the pandemic.

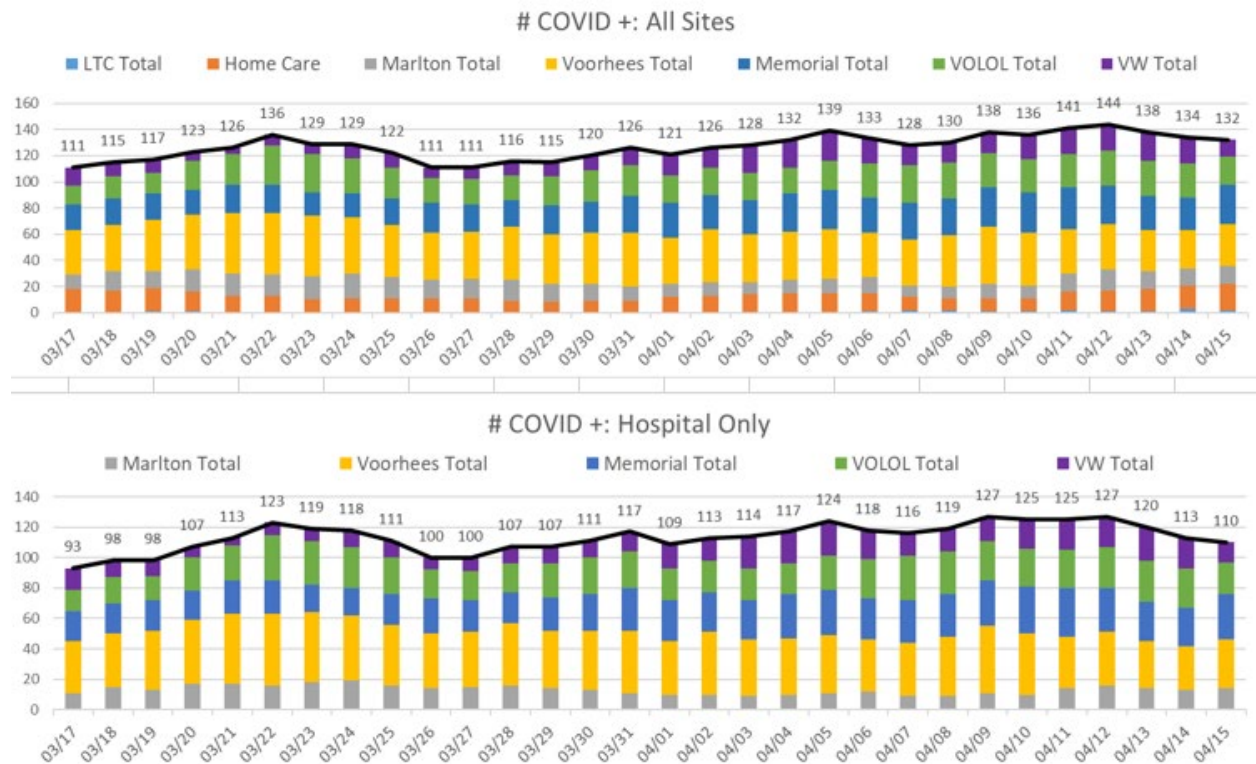
### **COVID-19 Testing Center Changes**

Over the past few months, Virtua has seen a steady decrease in the volume of community members seeking COVID-19 testing at the Virtua Barry D. Brown Health Education Center (HEC) in Voorhees. Currently, a large majority of testing is performed for the pre-surgical testing of asymptomatic patients. As a result, operations at the HEC will wind down over the next two weeks. Pre-surgical testing will transition to the three outpatient lab locations at Virtua Memorial Hospital, Virtua Voorhees Hospital, and Virtua Our Lady of Lourdes Hospital.

The remainder of the testing will be performed at Virtua Urgent Care locations for symptomatic community members, first responders, and colleagues who require testing per Virtua’s employee health guidelines.

We encourage you to look to *Clinician Update* as more details of the COVID-testing transition plans are finalized.

### Virtua COVID-19 Census



### Fast Facts

- The rate of transmission in New Jersey is currently at 0.92.
- Locally, in the tri-county area, there have been a total of 2,453 confirmed deaths, as of 1 p.m. today. The state also reports “probable” deaths from COVID-19, with figures shared separately on the [state dashboard](#). For the three counties, probable deaths would account for an additional 195 fatalities.
- The total number of cases are as follows:
  - Burlington County 36,335
  - Camden County 45,664
  - Gloucester County 24,874

### Cures Act: ADT Requirements Become Effective May 1

In February, Virtua went live with the implementation of the key components of the 21st Century Cures Act, well ahead of the national mandate of April 5. Since then, Virtua’s Cures Act Steering Committee,

which includes representatives from all areas of the organization, including administration, VMG, IT, nursing, and communications, have continued to meet as plans are made for the next Cures Act milestone involving Admission, Discharge, and Transfer (ADT).

By **May 1**, Virtua must be live on the ADT Event Notifications requirements. The new rule requires providers to share ADT event notifications with other providers and systems so that providers have at their disposal the most up-to-date and accurate information about their patients. The goal is to help monitor patients throughout the entire continuum of care to improve outcomes while reducing preventable readmissions.

In addition, The Office of the National Coordinator for Health Information Technology (ONC) recently released further guidance on delaying the release of radiology and pathology results and notes. The Steering Committee is reviewing this guidance and will be planning updates to our protocol.

As a reminder, we have created a special [Cures Act Resource link](#) on [Digital 411](#). Check back frequently to find additional tip sheets, talking points, and more. You should also know that additional communications have been developed for non-clinical staff should they encounter patient questions, including tip sheets and presentations.

### **Virtual Town Halls to Address Vaccine Hesitancy**

The New Jersey Department of Health (NJDOH) is hosting two free virtual town halls this month to address the facts, fears, and myths related to the COVID-19 vaccine.

**“Saving Lives with the COVID-19 Vaccine in NJ Asian-American Communities”** takes place on **Tuesday, April 20** from 7 to 8 p.m. The town hall will be moderated by **Janine Llamzon, RN**, from St. Joseph’s University Medical Center in Paterson. The panelists include one of our own, cardiologist **Dr. Hafeza Shaikh** from Virtua Medical Group and the Cherry Hill Free Clinic, and **Dr. Naveen Merothra** from Rutgers – Robert Wood Johnson Medical School. Click to [register](#).

**“Saving Lives with the COVID-19 Vaccine”** for the general public will take place on **Tuesday, April 27** from 7 to 8 p.m. This town hall will be moderated by **Dr. Meg Fisher**, special advisor to **NJDOH Commissioner Judy Persichilli**. The panelists are **Dr. Hafeza Shaikh**, **Dr. Irini Daskalaki** from Princeton University Health Services, and **Dr. Tamara Green**, an emergency medicine physician. Click to [register](#).

Registration is required for both virtual town halls. If participants have questions for the panelists, they are encouraged to submit them in the space provided when they register for the event(s).

The NJDOH hosted town halls focused on the state’s Black and Caribbean population, as well as the Latinx community (in English and Spanish). To view the town halls, visit the [NJDOH YouTube Channel](#).

### **Patient Videos Attest to Virtua’s Cardiac Excellence**

We all know that the greatest endorsement of a program is a patient testimonial. Despite the pandemic, Virtua has continued to emphasize the importance of seeking care, particularly in an emergency. In this series of videos, Virtua Cardiology plays a key role in helping patients overcome their fears and resistance, and working together in partnership to return patients to their home and family.

- Pain in his shoulder and arm wasn't [a red flag for Dean Eson](#). But, as his pain worsened, he struggled over the decision to seek care. His primary care physician Rick Levine, MD, obtained a same-day appointment with John Hamaty, DO, who convinced Dean that he needed immediate hospital intervention, which was provided by Adam Levine, DO. Together they worked seamlessly to give Dean the emergency care he needed.
- [Gene Miller had similar COVID-19 concerns](#), and as he noted “denial” that kept him from getting emergency care for his evident heart attack symptoms. The Marlton emergency room team got Gene to Virtua Our Lady of Lourdes, where Anthony Smeglin, MD, performed an unusual and complex interventional procedure that saved Gene’s life. Gene [“paid it forward”](#) when he passed that experience and knowledge on to a family member, whose life was saved through quick intervention.
- [A series of falls sent Charlene Walls](#) to Troy Randle, DO, who diagnosed her heart block. Ms. Walls has advice for patients who are worried about COVID-19: Don’t wait to get the care you need.

### **Share Your Pride in Best Places to Work Survey**

Team Virtua has long been featured on the *Philadelphia Business Journal's* Best Places to Work list. To help make sure we are on the list for 2021 — **for the 15th time!** — please take this year's survey. **We need 1,640 more people to participate** in order to be considered.

Please click here to take the survey or cut and paste the following link:

[https://survey.quantumworkplace.com/bpsurvey/oc\\_GHEY99230](https://survey.quantumworkplace.com/bpsurvey/oc_GHEY99230). The deadline to take the survey is **Friday, May 7.**

### **Black Maternal Health Week**

In recognition of Black Maternal Health Week, many of Virtua’s maternal and child health teams will participate in several state-wide events, including a workshop sponsored by the [Perinatal Health Equity Foundation](#) and the virtual screening of [“Toxic: A Black Woman’s Story”](#) sponsored by Camden Healthy Start.

The United States is ranked 55th in maternal deaths worldwide with **New Jersey coming in 47th** within the United States. Virtua takes this very seriously and is an active participant in the New Jersey [Alliance for Innovation on Maternal Health](#) (AIM) initiatives focusing on strategic imperatives that impact maternal morbidity and mortality.

In fact, in early 2020, a subcommittee of Virtua’s labor and delivery nurses created a conference called “AIMING FOR ZERO: Preventing Maternal Mortality and Reducing Severe Maternal Morbidity/The Nurse’s Role,” which also focused on health disparities.

Virtua provides the South Jersey community with a network of providers that include Virtua Midwifery, Virtua OB/GYN practices, community-based independent practices, and Maternal Fetal Medicine for high-risk pregnancies.

### **Reminder: Women of Virtua Event — Make a Difference in our Community**

We invite you to join the Women of Virtua Colleague Community and learn about three programs that are making a meaningful impact to our communities and patients—the Cherry Hill Free Clinic, Virtua

Community Health Engagement, and the NJ-CEED program. Find out how your talents can contribute to making a difference.

All are welcome to this virtual event!

**Wednesday, April 28**  
**4 to 5:30 p.m.**

A Zoom invitation for the event will be sent two days prior to the session.

Register for the event by clicking on the hyperlink below:

<https://virtualearning.csod.com/samldefault.aspx?returnUrl=/ui/lms-learning-details/app/event/38286743-2232-4afd-a63e-497839257b78>

### **Health Information Professionals Week**

Virtua recognizes our fellow health information colleagues during the 32nd annual Health Information Professionals Week, **April 18 to 24**. This year's theme is "Keeping Health Information Human."

Virtua's health information colleagues are trusted to keep our patients' most sensitive health information reliable and protected at all times. Learn more about [Health Information Professionals Week](#) and the impact these individuals have on the health care ecosystem and patient care.

### **In Case You Missed It — Musicians On Call**

Musicians on Call, an organization that delivers the healing power of music to hospital patients, hosted its most recent virtual performance yesterday. Local artist Mark LeWinter played a session exclusively for hospitals in the Philadelphia region, including all Virtua's facilities. We invite our colleagues to share the link to the 30-minute show with colleagues and patients. You can find the performance on [YouTube](#).