



Coronavirus Clinical Practice Recommendations for Virtua Health Affiliated Practices

Updated 3/24/2020



Agenda & Panelists

- Introductions
- Current State of Events
- Surge Preparedness
- Latest Algorithm
- Burlington County
- Q & A



Dr. Tarun Kapoor
SVP Clinical Integration
President, VPP



Donna Antenucci
VP Operations
President, LHN

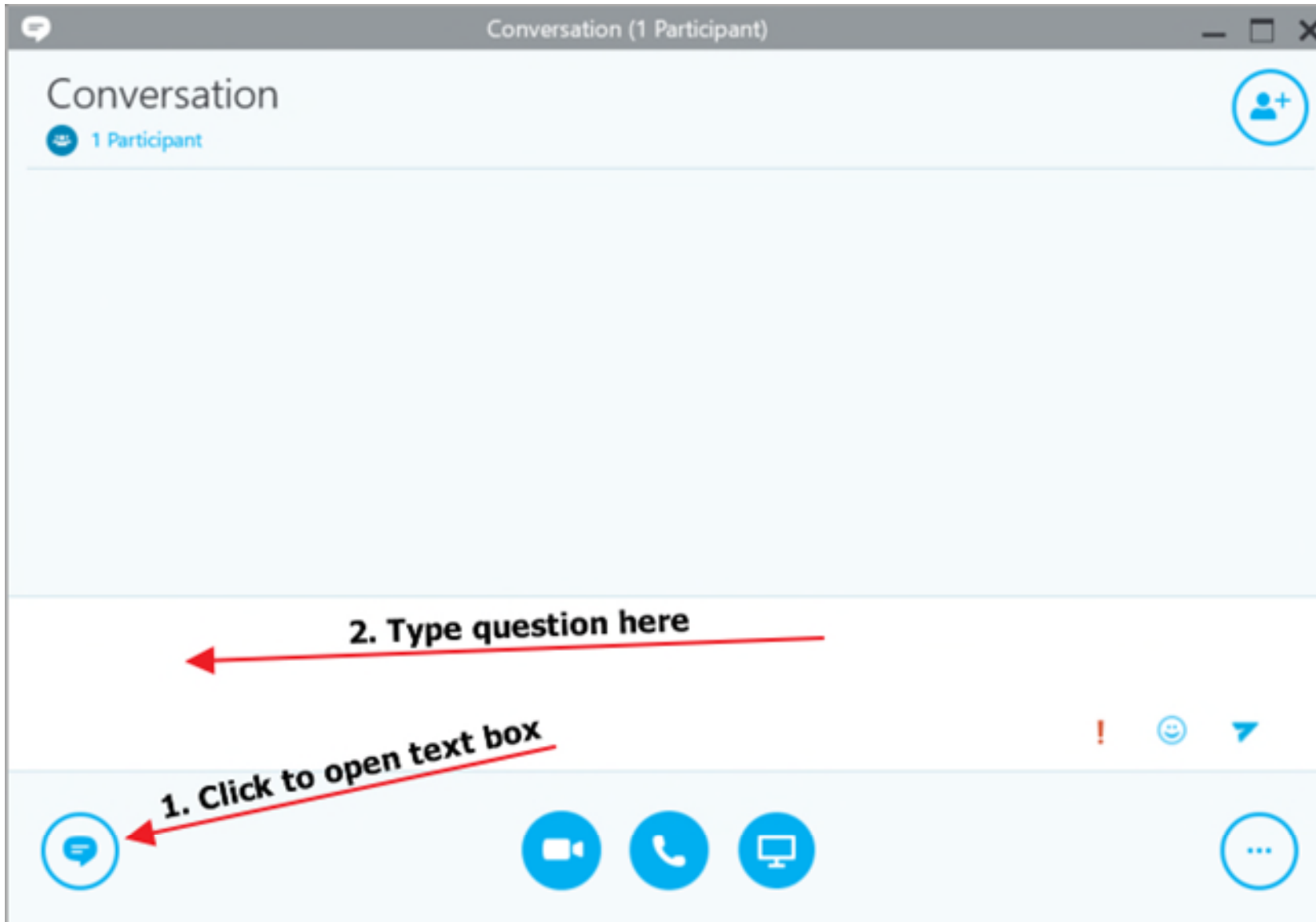


Dr. Andy Cohen
Medical Director,
VPP

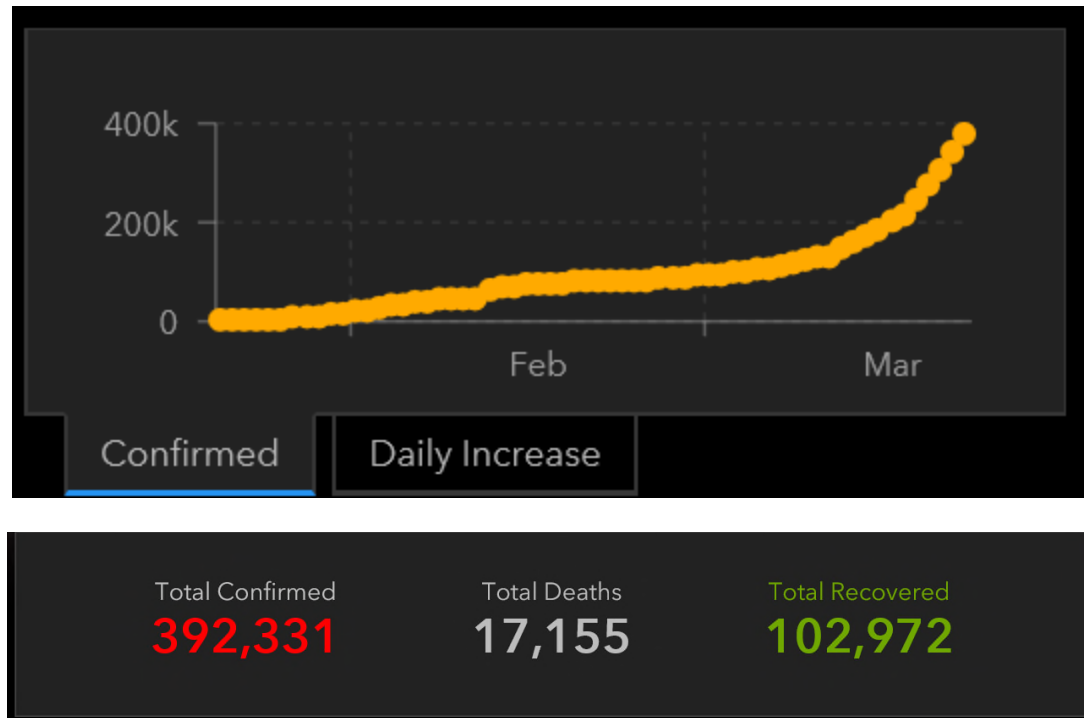


Elliott Wilson
Director,
Digital Health

Best Way to Ask a Question



Globally Cases are Increasing Exponentially



Postponed until 2021
First Time in History

As of 8 AM 3/24/20

Since We Last Met (3/19)

As of 8 AM 3/24/20

Total Confirmed Cases	
3/19	3/24
222,642	392,331

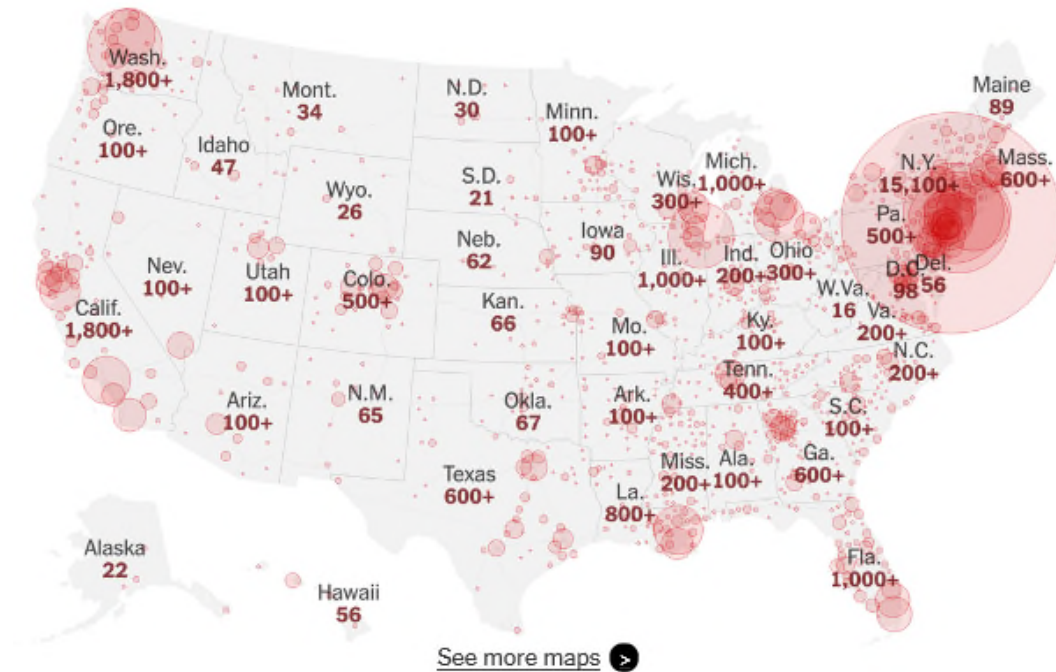
76.2%
increase in
Global cases

Most Affected Countries	
3/19	3/24
81,154 China	81,588 China
35,713 Italy	63,927 Italy
18,407 Iran	46,450 US
15,014 Spain	39,673 Spain
9,415 U.S	

393%
increase in
US Cases

We are 86 miles from the U.S Epicenter

New York City 23,230 cases



New NJ Cases – 846
3/24/20

Total NJ cases - 3,675

Total NJ Deaths 44
17 alone on 3/24

19 Nursing Homes
with positive cases

Courtesy of NY Times

What We Know as of 3/24/2020 – Regional

Counties:

Camden 33

Burlington 36

Gloucester 13

Virtua Rule Out Cases

Currently Admitted:

53

As of 8 AM 3/24/20



Surge Preparedness

Surge Preparedness

- Community Partnerships
 - ✓ Weekly Post-Acute/Virtua Meetings – 50 participants, over 20 facilities represented.
 - ✓ Community Provider Webinars – biweekly. 100-150 attendees
- Public Facing
 - ✓ Commercials filmed yesterday for social media (thanks to Dr. Tomasso for recommendation)
- Access Center Re-design
- Shifting of Resources
- Command Center



Surge Preparedness

Effective Today
3/24

Important COVID-19 Message Regarding Isolation Masks

A new isolation mask will be provided daily, by the charge nurse or department leader, for our colleagues to wear continuously throughout their shift, only to be removed while eating or drinking in designated non-patient care areas. Physicians can obtain a mask from security as well.

Surge Preparedness

Temporary Respiratory Triage Centers at Virtua

Virtua is preparing respiratory triage centers to support three of its emergency departments. A tent is currently located outside of Virtua Voorhees Hospital and the auditorium inside Virtua Our Lady of Lourdes Hospital has been repurposed for this function. One will soon be located outside of Virtua Memorial Hospital.

These spaces will help to triage people who present to the emergency room with symptoms of respiratory illness, such as cough, sore throat, or fever. These centers are not specifically for testing COVID-19.

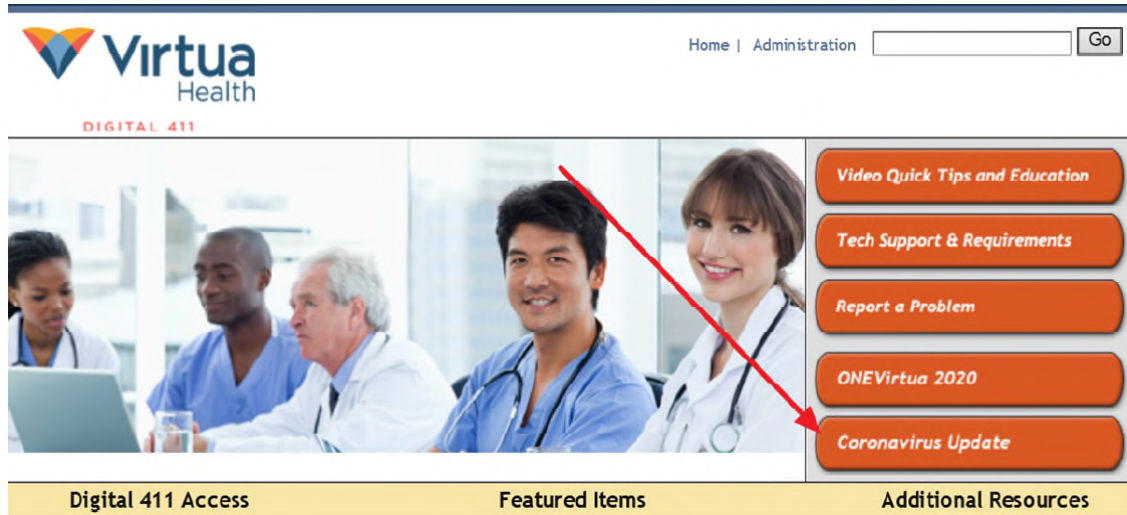
Onsite signage will help guide those seeking treatment to the correct location, as will verbal instructions from Virtua security personnel. For safety, visitors are not permitted inside the triage centers.

The three centers will be open during the day; the exact hours of operation will be determined based on demand. Additional centers may be established at other Virtua locations in the future.

Surge Preparedness

- Self-Isolation Guidelines
 - ✓ Proper Self Isolation

<https://digital411.virtua.org/>



Steps to help prevent the spread of COVID-19 if you are sick

FOLLOW THE STEPS BELOW: If you are sick with COVID-19 or think you might have it, follow the steps below to help protect other people in your home and community.

Stay home except to get medical care

- **Stay home:** People who are mildly ill with COVID-19 are able to recover at home. Do not leave, except to get medical care. Do not visit public areas.
- **Stay in touch with your doctor.** Call before you get medical care. Be sure to get care if you feel worse or you think it is an emergency.
- **Avoid public transportation:** Avoid using public transportation, ride-sharing, or taxis.



Separate yourself from other people in your home, this is known as home isolation

- **Stay away from others:** As much as possible, you should stay in a specific "sick room" and away from other people in your home. Use a separate bathroom, if available.
- **Limit contact with pets & animals:** You should restrict contact with pets and other animals, just like you would around other people.
 - Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended that people with the virus limit contact with animals until more information is known.
 - When possible, have another member of your household care for your animals while you are sick with COVID-19. If you must care for your pet or be around animals while you are sick, wash your hands before



Wear a facemask if you are sick

- **If you are sick:** You should wear a facemask when you are around other people and before you enter a healthcare provider's office.
- **If you are caring for others:** If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live in the home should stay in a different room. When caregivers enter the room of the sick person, they should wear a facemask. Visitors, other than caregivers, are not recommended.



Cover your coughs and sneezes

- **Cover:** Cover your mouth and nose with a tissue when you cough or sneeze.
- **Dispose:** Throw used tissues in a lined trash can.
- **Wash hands:** Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



Clean your hands often

- **Wash hands:** Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Hand sanitizer:** If soap and water are not available, use an



Surge Preparedness

- Self-Isolation Guidelines

- ✓ Discontinuation of Self Isolation


<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

For Persons with COVID-19 Under Home Isolation:

The decision to discontinue home isolation should be made in the context of local circumstances. Options now include both 1) a time-since-illness-onset and time-since-recovery (non-test-based) strategy, and 2) a test-based strategy.

Time-since-illness-onset and time-since-recovery strategy (non-test-based strategy)*

Persons with COVID-19 who have symptoms and were directed to care for themselves at home may discontinue home isolation under the following conditions:

- 
- At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 7 days have passed *since symptoms first appeared*.

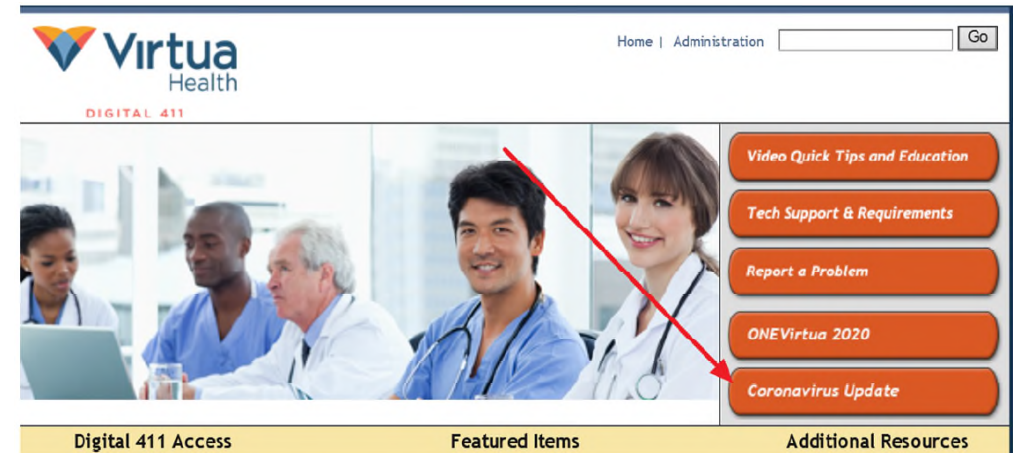
Surge Preparedness

The Clinician Experience Project

- ❖ Special series of tips to support care teams with patient communication through the COVID-19 crisis.
- ❖ They are offering this content at no cost and with no viewing restrictions.
- ❖ The series of tips (3 -5 minutes in length) were created by the Clinician Experience Project to help organizations and clinicians manage patient fears and anxieties during this time.

Topics include:

- How to Talk to Patients About Coronavirus Fears
- Managing Fear and Anxiety Tip – Responding to Patient Fear
- Listening Tip – What Worries You the Most
- Tapping Hope Tip – Hope Cures



Informational Videos

- My-EOP video instructions
- Message from Dr. Reginald Blaber on March 5
- Talking to Patients and Staff about COVID-19

Surge Preparedness

Telemedicine Update/Evisits

- www.virtua.org/evisits

17:09 Virtua eVisits
evisits.virtua.org

Virtua Health

Sign In to Virtua eVisits

Covid-19 (Coronavirus) Telemedicine Consultations
Our hours of operations are weekdays from 9am – 9pm
And weekends/holidays from 9am – 5pm

VMG Practices
Available during regularly scheduled practice hours by appointment

If you think you may have a medical emergency, call your doctor or 911 immediately.

Username
Password

LOGIN

[Register Here](#)

17:09 Virtua eVisits
evisits.virtua.org

Virtua Health

Register

First Name
Last Name
Username
Password
Email
Confirm Email
mm / dd / yyyy Date of Birth

☐ I agree to Virtua eVisits System [Terms of Use](#) and Virtua eVisits System [Privacy Policy](#).

I understand that my protected health information will be used in accordance with the [Virtua Joint Notice of Privacy Practices](#).

Submit

[Back](#)

EVISITS

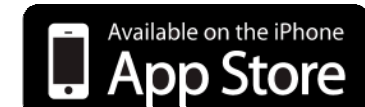
Online Care Anywhere
Virtua eVisits offer secure, convenient online care from a healthcare provider via video conferencing, similar to FaceTime and Skype.

Virtua eVisits are available for **Coronavirus Consults** and other services as noted below.

This service is available:
Weekdays: 9 a.m. to 9 p.m.
Weekends/Holidays: 9 a.m. to 5 p.m.

To access eVisits for the first time, follow the steps below. If you have an account click to sign in.

Sign In

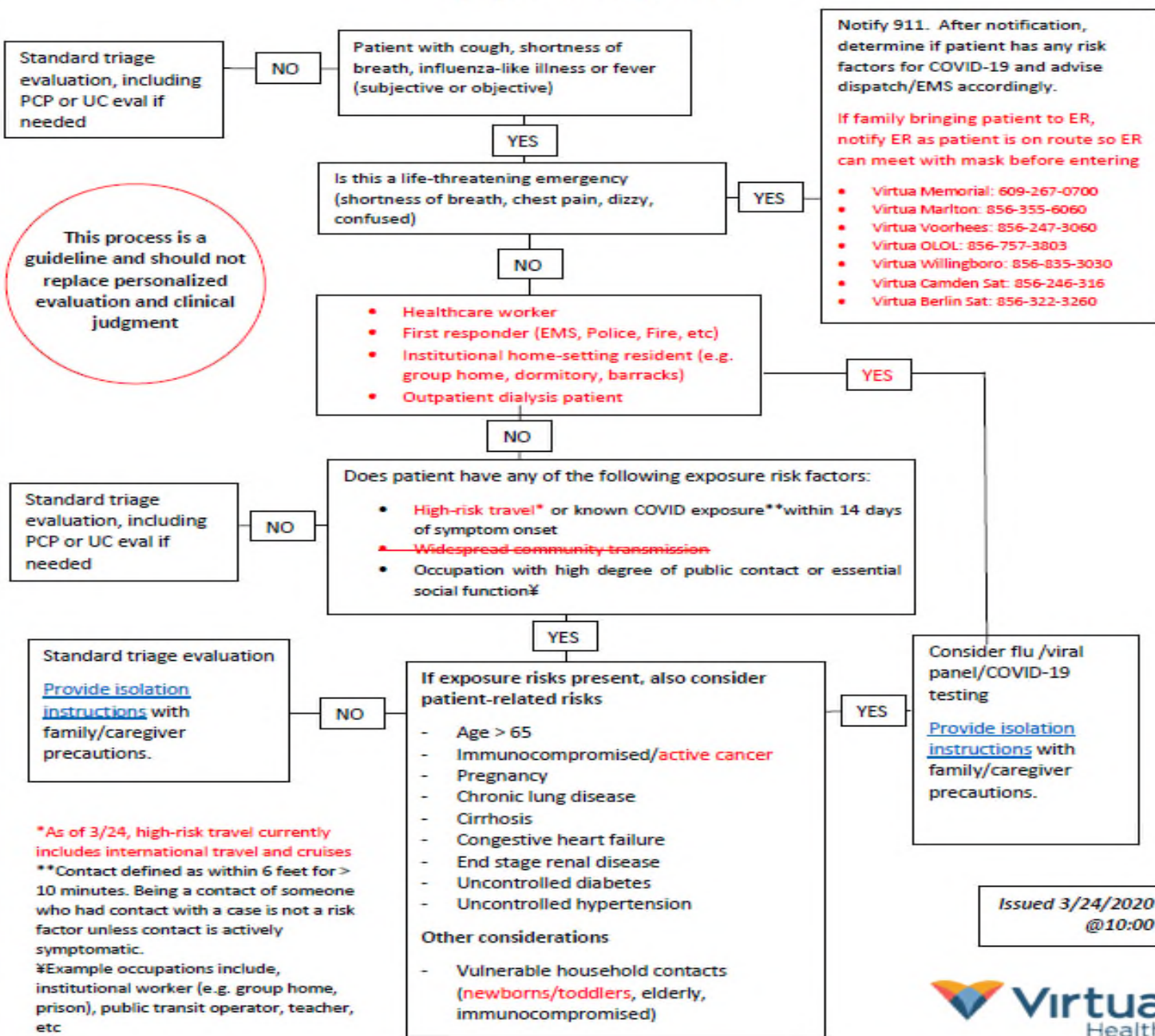


Telemedicine Update



Latest
Algorithm

Virtua Health Recommended COVID-19 Outpatient Practice Screening Process for Symptomatic Outpatients



This process is a guideline and should not replace personalized evaluation and clinical judgment

*As of 3/24, high-risk travel currently includes international travel and cruises

**Contact defined as within 6 feet for > 10 minutes. Being a contact of someone who had contact with a case is not a risk factor unless contact is actively symptomatic.

‡Example occupations include, institutional worker (e.g. group home, prison), public transit operator, teacher, etc

Red represents changes since ver 3/16/2020



Coronavirus Provider Recommendations

- COVID-19 Algorithm March 24
- March 19 Covid Webinar Slides
- March 16 Covid Webinar Slides
- March 11_Covid Webinar Slides
- Self-Isolation Directions
- Discontinuation of Self-Isolation



Burlington County Residents



BURLINGTON COUNTY
NJLINC'S-HAN



Public Health

New Jersey Local Information Network Communications System Health Alert Network
Surveillance • Reporting • Communications • Response

Burlington County Health Department
15 Pioneer Blvd, Mt Holly, NJ 08060-6000

(609) 265-5548 / fax (609) 265-3152
Burlcolincs@co.burlington.nj.us

**(BCHD20-138) Burlington County Health Department Alert – COVID TEST
APPOINTMENT CALL CENTER OPENING TUES, MARCH 24 AT 1 PM**

Tuesday, March 24, 2020

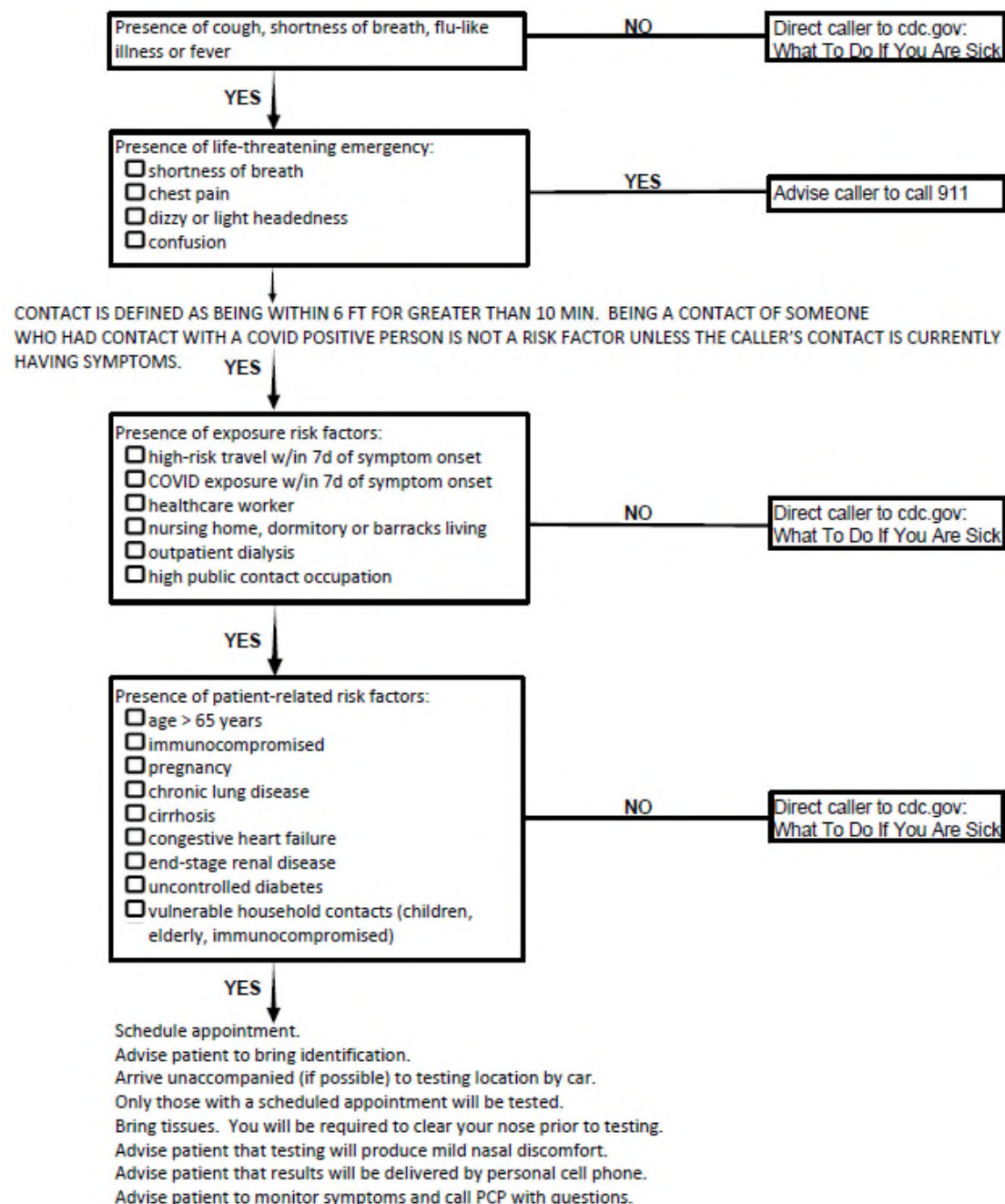
Dear Health Care Providers,

If you have any patients presenting with COVID-19 symptoms (i.e., fever, dry cough, shortness of breath), we ask that you apply the attached screening algorithm and, if indicated, refer them to the Burlington County COVID-19 Screening Call Center at 609-726-7097 for COVID-19 testing. This testing program is for Burlington County residents only. Testing supplies are scarce; we ask that the Call Center number only be given to your patients after you have assessed their risk according to the algorithm. This number will not be shared with the public. Please work in partnership with the Burlington County Health Department to ensure that our limited testing resources go to those who are most vulnerable. Only by working together can we "flatten the curve".

Please note that the Call Center does not open until 1 pm today to begin taking appointments. It will be open 9 am-5 pm, seven days a week as long as supplies and appointments are available. Please check email for any significant updates on the Call Center.

Dr. Herb Conaway
Director

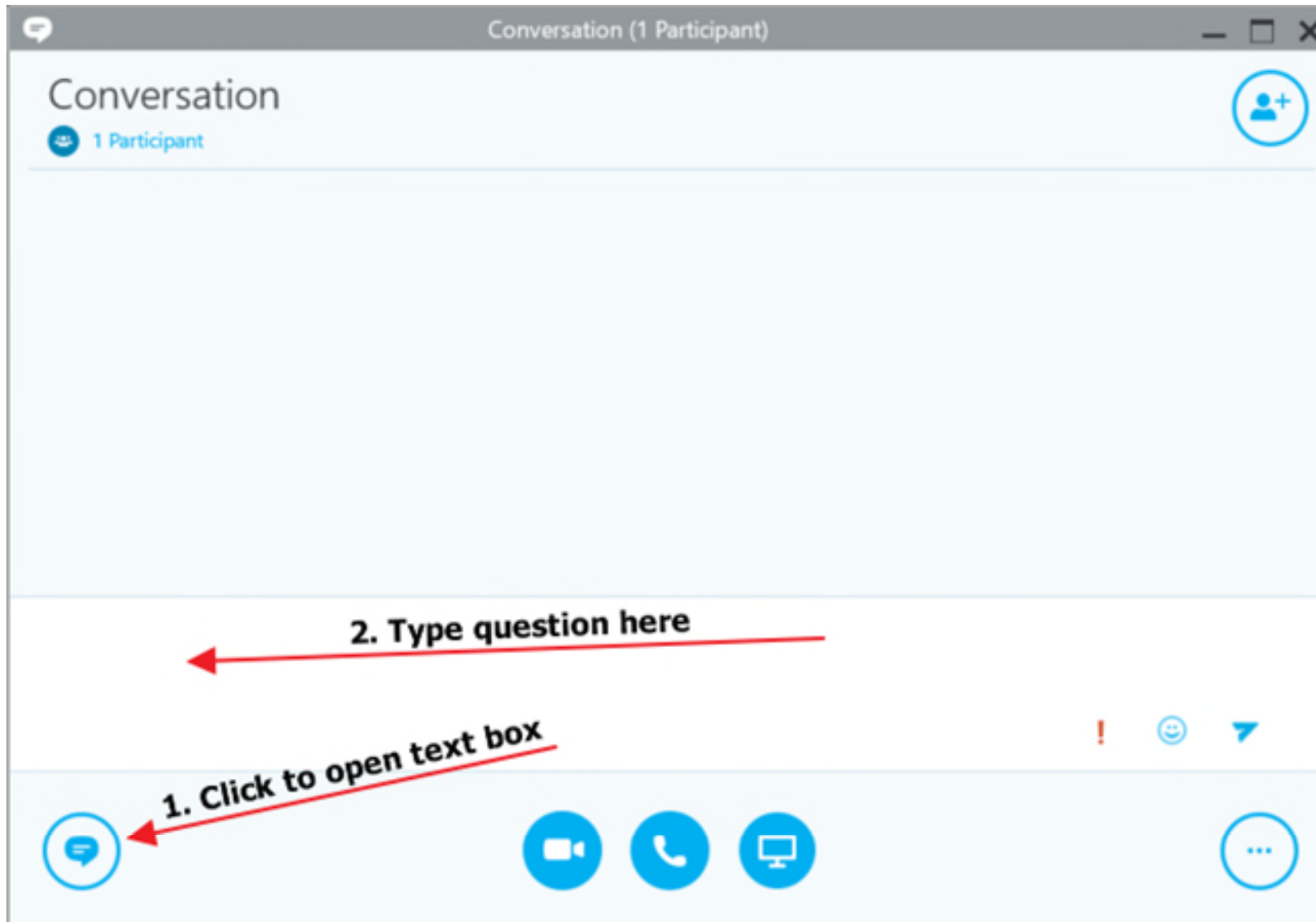
BCHD COVID19 Pre-Appointment Screening Algorithm





Question and Answer Session


Best Way to Ask a Question





Resources for Virtua Affiliated Clinicians


digital411.virtua.org



Virtua
Health

Home | Administration

DIGITAL 411



Video Quick Tips and Education

Tech Support and Requirements

Report a Problem

ONEVirtua 2020

Coronavirus Update

Digital 411 Access

Featured Items

Additional Resources



My-EOP™

Instructions to download the My-EOP™ mobile application:

If you already have My-EOP downloaded, skip to step 4.

1. Search for My-EOP (or myeop) in the "App Store" (Apple iOS) or the "Play Store" (Android devices).




Note for iPad users: Select "iPhone Only" as a search limit in the App Store.

Apple:

<https://itunes.apple.com/us/app/my-eop/id818004891?mt=8>

Android:

<https://play.google.com/store/apps/details?id=com.gcckc.myeop>

2. Install My-EOP on your device.
 - Accept app permissions.
3. Open My-EOP.
 - Accept the terms and conditions.
4. Click on the menu button (), find a plan.
5. Enter your search term: **virtuaeop**
6. Once your plan is displayed, click on the plan to download.
7. To gain access to the download, you'll be asked for your password.
Your password is **Virtua1** (CASE SENSITIVE)



Once the file is downloaded, you may enter the plan. From that point forward, when you open My-EOP, you will see that plan on your available plan list.



thank you

#HereForGood