

Stay "In The Know"

COVID-19

Dear NSUH Medical Staff Society,

I write to you after having just visited several areas of our hospital and having witnessed first-hand the work teams of people are doing to manage this crisis and be as ahead as we can be for whatever the next phase might be.

First and foremost, I'd like to say thank you. Thank you for exemplifying what it means to be 'Made for This'. Throughout this arduously stressful period of need, we have continued to demonstrate a high-level of professionalism and compassion. Over the last few weeks, I have witnessed our team members remain calm, ask the right questions and work together to transform this medical center into a place that is best optimized to identify, isolate, and treat those patients who are affected by this pandemic. At the same time, others have focused their efforts to be sure we are able to keep the rest of this quaternary center functional for the rest of our patients. There is a common recognition that we have an enormous responsibility to our patients, our community, and one another. Outside of work, the world around us is witnessing historic changes to how we live as a society.

I recognize there is a wide-range of emotions that accompany an event such as this. I want to assure you, you are not alone. As a member of our senior leadership team, I commit to you that we are focused on taking the steps to be prepared and well-equipped for this situation. As this progresses we have contingency plans in place. Your safety and well-being will always be our top priority. As this situation has unfolded, we have been forced to respond in kind. Below I have outlined key updates on our efforts to date, including some recent policy changes to keep you up-to-date.

Please understand that each day we are making decisions to change policies and re-tool this medical center to protect against the spread of the virus while keeping our hospital prepared for the continued inflow of patients who need us. At the time of this writing, we have a number of additional policy changes that are being considered. Despite our best efforts to get that information to each of you first, you may continue to hear about changes in our operations before we have a chance to formally update each and every one of you in this forum. Your departmental leaders are the best source for the most up-to-date information.

As with so many other vital services to the public, we will continue to monitor the

situation and respond appropriately. We have enormous support from our corporate colleagues, who are in daily communication with government officials. We recognize how important transparency is as we work our way through the challenges that a pandemic like this presents, and we will use this forum as a way to keep you updated.

Thank you in advance for your commitment and flexibility as we confront this challenge with the best of North Shore University Hospital.

Jon Sendach, FACHE
Executive Director, NSUH

Additional Information:

Patient Triage

As of March 13, 2020 we have 7 confirmed COVID-19 patients. To alleviate crowding in the ER patients may be moved to an alternate location for triage and evaluation.

Kronos

To avoid having to physically touch Kronos clocks, until further notice fingerprinting is disabled. Where applicable, you are only required to use your ID badge to record your time and attendance.

Restricted Visitation

To maintain a safe environment, visitation has been restricted to 1 person over the age of 18 per patient until further notice.

Bethpage Federal Credit Union

The Bethpage Federal Credit Union Trailer located within the Visitor Parking Garage will be closed until further notice. Please visit a different branch location.

Child Care

Bright Horizons is offering an additional 10 free center-based and in-home back-up care visits for eligible team members - now through April 30. [Read more on the intranet.](#)

Reduced Physical Gatherings

All non-essential meetings have been cancelled or moved to a virtual platform. For technical help please [contact IT](#). More information to come on the orientation process.

Dress Code

As it may be more convenient to launder, team members may modify their work attire to business-casual, (ex: jeans). All uniformed team members must remain in their assigned attire.

Cafeteria

Please use the dedicated hand-washing station located in the back of the cafeteria prior to entry. Additionally, all self-serve items have been suspended.

Mass Transit

If you rely on mass transit to get to work, consider creating a 511NY Rideshare account where you can connect with Northwell colleagues to commute to work together. Check off "Organizational Matching Only" to get matched to a colleague. [Create an account.](#)

Grand Rounds

[Please click here](#) to view the Coronavirus Update Grand Rounds given by Infection Prevention Director, Aradhana Khameraj, on March 11, 2020.

High Touch -Point Areas

We have increased our sanitizing efforts of high-touch-point areas throughout the facility (door handles, phones, etc.).

Northwell Health Communication

Sign up for real-time text alerts from Northwell by texting NWCV to 333-111. For the latest information, FAQs and guidelines [visit the dedicated employee preparedness website.](#)