

COVID-19 FREQUENTLY ASKED QUESTIONS

Last updated 04-13-20

We continue to monitor the situation around COVID-19 very closely, and the health and safety of our employees and patients remains our top priority. We are in a unique position given our critical role in addressing the situation and supporting the greater community to limit the spread of COVID-19. At this time, there are guidelines in place on how to manage meetings, remote working options, travel restrictions, etc. We encourage you to discuss these with your managers. We are focused on ensuring you have the information you need and keeping you updated regularly.

Below, please find updated information related to what we know today. We will continue to assess other options as new information is gathered and update this document accordingly.

If you have a question that is not answered here, please speak with your manager.

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1) REMOTE WORKING OPTIONS, MEETINGS AND COMPENSATION

#	Question	SHC
1	Can I work from home?	We have taken proactive measures to make temporary remote work options available for those able to perform their job duties remotely. We encourage you to discuss with your manager first and they can provide you with further information on the approval process.
2	Can I continue attending or scheduling on-site meetings?	<p>Only meetings considered essential can be held on-site. WebEx options are available to employees for other meetings and candidate interviews.</p> <p>All nonessential meetings and those that involve significant numbers of people, such as events that require use of auditoriums, halls, or other similar facilities should be cancelled or postponed. If you have questions about whether the meeting or activity is considered essential, please contact your manager.</p>
3	How should Hiring Managers handle interviews at this time?	WebEx or Skype interviews. The Hiring Manager should make the final decision based on what is necessary for candidate selection while being responsive to candidate requests.

<p>4 What do I do if my child’s school closes or the adult day care center closes and I cannot come to work because I need to stay home with my child or senior relative?</p>	<p>Provide a copy of the Closure Letter to your manager. The Hospitals want to offer their full support to those who cannot work remotely and must tend to a child or adult due to an emergency school and/or adult care facility closure. To assist impacted team members, the following is being implemented:</p> <ul style="list-style-type: none"> • Employees can use up to 80 hours of Extended Sick Leave (ESL) or Absent Time-Off (ATO) before having to use PTO hours. • Employees may also use their PTO after they have exhausted their ESL/ATO. • If a person doesn’t have 80 hours of ESL, ATO, or PTO they can go into a negative PTO balance, up to 120 hours. • Relief staff can use up to 72 hours of California Sick Leave. <p>These changes were effective as of Monday, March 16. Other options are also being assessed and we will continue to update you as we learn more. These benefits are intended to support employees who are unable to work from home due to time commitments required to care for children and senior adults.</p> <p>Absences related to school or adult day care closures must be approved by your manager and will not be counted as occurrences pursuant to the Attendance Policy.</p> <ul style="list-style-type: none"> • For benefit-eligible employees and physicians, consider utilizing child care Bright Horizons' Back-Up Care Advantage Program, which provides up to 80 hours of back-up care (center-based care or in-home care options) for your children and adult/elder relatives when regular dependent care is unavailable. To register please call the 24/7 contact center at 877-BH-CARES (242-2737) but best to register online using the following steps: <ul style="list-style-type: none"> ○ Go to https://backup.brighthorizons.com ○ Click "Not signed up yet?" ○ Enter your institution username and password and then follow the prompts. <ul style="list-style-type: none"> ▪ For SHC employees: Username: SHC Password: backup1 ▪ For SoM physicians: Username: sucare Password: Benefits4You
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5	<p>What if my clinic is closed due to COVID-19?</p>	<p>You will be notified of next steps by your manager, which may include being temporarily approved to work from home or you may be transferred to perform work at another site. Any floating will be in accordance with Hospital policies and applicable collective bargaining agreements. Use of PTO or ATO may be appropriate.</p>
6	<p>If I am diagnosed with COVID-19 due to direct contact with a diagnosed COVID-19 patient in our facilities, is that a worker's comp incident?</p>	<p>If it is verified that it was a workplace acquired illness, workers' compensation benefits will begin immediately. There is no longer a three-day waiting period. Follow SHC policies and procedures to prevent transmission of disease. Standard precautions should be followed for all patients, and perform hand hygiene as appropriate. Follow any additional isolation precautions specific to your patients.</p>

7	<p>If I have to self-isolate due to COVID-19 health concerns, does that come out of my PTO balance?</p>	<p>No. If the Occupational Health Respiratory Evaluation Center (OH-REC) directs an employee to self-isolate due to COVID-19 health concerns, the impacted employee will be placed on paid administrative leave until released to return to work, at which point the paid administrative leave will cease.</p> <p>The Occupational Health Respiratory Evaluation Center (OH-REC) must clear employees before they return to work. They can be reached at 650-723-5922.</p>
8	<p>When calling the COVID-19 Occupational Health Respiratory Evaluation Center (OH-REC) (650-723-5922), and I haven't heard a response, should I use my best judgment to take time off/self-isolate?</p>	<p>It is safe to report to work if you are feeling well and to take time off if you are ill. Follow the below policy and notify your manager if you are calling in sick:</p> <p>Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms</p>
9	<p>What should I do if I've been exposed to someone who is sick (but has not been tested yet)?</p>	<p>Not all exposures require someone to self-isolate. Monitor yourself for symptoms and reference the following protocol:</p> <p>Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms</p> <p>If you're still unsure of the appropriate actions, call the Occupational Health Respiratory Evaluation Center (OH-REC) for guidance at 650-723-5922.</p>
10	<p>What should I do if I want to volunteer to work in a hospital on the East Coast?</p> <p><i>Updated 4-13-20: Added a new question</i></p>	<p>If you have clinical skills and want to Volunteer to work in a hospital on the East Coast, please speak with your manager about the exact dates and other details. Managers will consider their operational issues and must approve the time off work. Employees may use unpaid status for a Personal Leave of Absence via The Hartford. Employees will have to quarantine for 14 days upon return and test negative before being released to return to work, which will require continued unpaid time or use of PTO.</p>

2) PATIENT CARE

#	Question	SHC
11	What if a patient I am caring for is being tested for or is known to have COVID-19?	<p>Not all patients who are tested for COVID-19 have the virus.</p> <p>If your patient is being tested, continue to work using proper personal protective equipment and practice proper hygiene techniques, follow the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms and call the Occupational Health Respiratory Evaluation Center (OH-REC) line at 650-723-5922.</p> <p>If your patient is diagnosed positive for COVID-19 and you have had direct exposure to that patient, notify your manager. Call the Occupational Health Respiratory Evaluation Center (OH-REC) at 650-723-5922 for instructions, and follow the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms. If you are instructed to self-isolate, notify your manager who will work with HR Consulting on next steps.</p> <p>Follow SHC policies and procedures to prevent transmission of disease. Standard precautions should be followed for all patients, and perform hand hygiene as appropriate. Follow any additional isolation precautions specific to your patients.</p> <p>Additional CDC resources for treating patients confirmed or under investigation can be found here.</p>
12	What if someone working on our unit/in my clinic tests positive for COVID-19?	<p>You will be notified if you have had close exposure. If you have concerns, contact your manager and follow the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms.</p>
13	Can I refuse to treat a patient with symptoms?	<p>Health care workers are expected to treat all patients unless there is an SHC-approved accommodation. Refusal to treat a patient violates SHC policies. If you have any diagnosed medical issue that prevents patient care, please submit a request to discuss it to ASK HR and include your contact information. An HR representative will then make arrangements to discuss the issue and review your doctor's medical certification.</p>

14	<p>What about the new orders issued by California Governor Gavin Newsom?</p>	<p>This order makes an exception for essential services to continue, including health care services. Therefore, this directive does not affect Stanford Medicine operations, including Stanford Health Care, Stanford Children's Health, SHC-ValleyCare, UHA, and PCHA. This also extends to critical research functions, which must remain open.</p> <p>Whether directly caring for patients or supporting our frontline clinicians, many of us are essential to Stanford Medicine's operations and our ability to continue caring for the greater community. During this unprecedented outbreak, our community is depending on us for care, and we have a vital role to play in combatting the spread of COVID-19.</p>
15	<p>What does it mean if I am told by the Occupational Health Respiratory Evaluation Center (OH-REC) to self-monitor?</p>	<p>Self-monitoring is different from self-isolation. Self-monitoring means you may work and follow the appropriate safety protocols. You may be told to wear a mask, and you are to be alert if symptoms develop such as a fever and/or a cough, or other symptoms found on the Employee Monitoring COVID-19 huddle sheet. If you become symptomatic, notify your manager immediately and refer to the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms.</p> <p>If concerned, you may contact the Occupational Health Respiratory Evaluation Center (OH-REC) at 650-723-5922 for further instructions.</p>

3) TESTING OPTIONS

#	Question	SHC
16	Where can I go to be tested?	An initial phone screen can be completed by contacting the Occupational Health Respiratory Evaluation Center (OH-REC at 650-723-5922 . Please refer to the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms for testing information. Depending on your symptoms, you may be given an appointment/test for additional screening. You may also contact your personal medical provider to inquire about testing.
17	Are vendor employees eligible to be tested at the Occupational Health Respiratory Evaluation Center (OH-REC)?	<p>No. However, you should call the Occupational Health Respiratory Evaluation Center (OH-REC) for guidance if you are experiencing symptoms. The Occupational Health Respiratory Evaluation Center (OH-REC) can then provide information on further testing when necessary. Vendor employees would be tested by their own doctor, who must authorize a test.</p> <p>If the Occupational Health Respiratory Evaluation Center (OH-REC) instructs the vendor employee and their manager that self-isolation is called for, the manager will send the employee home to self-isolate and will contact the employee’s vendor management.</p>
18	Are tests available to employees who don’t have coverage contracted with SHC? If so, is that through the Occupational Health Respiratory Evaluation Center (OH-REC)?	Yes. There is an Occupational Health Respiratory Evaluation Center (OH-REC) for employees whose symptoms qualify. You may call the Occupational Health Respiratory Evaluation Center (OH-REC) for further details (650-723-5922). Please refer to the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms .

19	<p>Do our health plans offer remote consultations?</p>	<p>For the next 90 days, on-demand telemedicine health consultations will be offered at no cost to Stanford Health Care Alliance and Aetna Choice POS II participants. Use consultations to ask questions about COVID-19, evaluate your risk and get support if you are diagnosed.</p> <p>Access Teladoc 24/7 on any smart device—log in or register at www.teladoc.com/aetna, or call 1.855.835.2362.</p> <p>Kaiser Permanente also offers telehealth options—including phone, email, and video—without an in-person visit. To access telemedicine, visit my.kp.org/Stanfordmed or call 1.866.454.8855.</p>
20	<p>Are copays and deductibles waived for diagnostic testing related to COVID-19?</p>	<p>If you meet the Centers for Disease Control and Prevention (CDC) guidelines for testing, and it's ordered by your doctor, the medical plans will waive the cost of testing.</p>

4) ENHANCED SAFETY MEASURES

#	Question	SHC
21	What measures is Stanford taking to protect its employees?	<p>The safety of our employees and patients is paramount. Once the CDC sent an alert about the outbreak, Stanford Health Care’s Emerging Infectious Diseases subcommittee was activated. The subcommittee, along with the Stanford Health Care Infection Prevention & Control Department, relies on information from the CDC, World Health Organization, and state and local county public health departments to maintain the most current information and recommendations. The subcommittee also provides guidelines for screening patients and procedures for health care workers to follow should a patient require isolation, and to ensure patient and health care worker safety.</p> <p>With standard protocols in place at all times and close coordination with our local and national government health agencies to update protocols as necessary, Stanford Health Care is well-prepared to care for patients with symptoms of COVID-19 and to protect our employees.</p> <p>All employees are to follow SHC policies and procedures to prevent transmission of disease. Standard precautions should be followed and perform hand hygiene as appropriate.</p>
22	What should I do if I feel unwell?	<p>Employees who have symptoms of acute respiratory illness or fever are recommended to stay home until they are free of fever (100.4F or greater) for 24 hours with no fever-reducing medicine and are feeling well enough to come to work. If you are ill, notify your manager and contact the Occupational Health Respiratory Evaluation Center (OH-REC) at 650-723-5922 for guidance and please refer to the following protocols:</p> <ul style="list-style-type: none"> • Employee Monitoring COVID-19 huddle • Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms
23	What should I do if I am at higher risk (higher risk is defined as people over age 65 and anyone with certain underlying medical conditions)?	<p>If you are higher risk or have any diagnosed medical issue that prevents patient care, please submit a request to discuss it to ASK HR and include your contact information. An HR representative will then make arrangements to discuss the issue and review your doctor’s medical certification.</p>

24	What should I do if I am pregnant?	If you and your doctor have job-related concerns, please submit a request to discuss it to ASK HR and include your contact information. An HR representative will then make arrangements to discuss the issue and review your doctor’s medical certification.
25	My family is concerned about my safety. How can the Hospital help?	<p>We understand this is a natural response during this time. Please reassure them that SHC cares for very ill patients every day and follows strict infection control measures. We provide personal protective equipment to employees as needed and continually update our guidelines in association with CDC and County Health updates. As a Healthcare Institution, it is our job to care for the sick and we are proud of our employees’ dedication in making this possible.</p> <p>We are working to ensure that our leaders in all areas have what they need to communicate with employees regularly. In addition, the SHC Intranet has detailed information for employees.</p> <p>We encourage you to review the CDC guidelines with your concerned family members. CDC guidelines for treating patients confirmed or under investigation can be found here.</p> <p>We also provide EAP services that may provide assistance for employees and family members feeling stress and needing additional resources.</p>
26	Are we accepting donations?	<p>Stanford Medicine is now accepting supply donations from the community.</p> <p>Out of an abundance of caution as COVID-19 spreads in our community, and with the increased global shortages of supplies, Stanford Medicine is now gratefully accepting donations of needed supplies from the community. Donations must be in unopened, original packaging and meet approved hospital standards. For details on donation locations, hours and guidelines, please visit our website.</p>

5) TRAVEL AND COMMUNITY GATHERINGS

The California State Public Health Officer and Director of the California Department of Public Health has ordered all individuals living in California to stay home or at their place of residence, with an exception for essential services to continue, including health care services (Refer to question 13 for further detail). We expect all employees to abide by this order unless their job duties require them to be onsite.

#	Question	SHC
27	I have business travel coming up. What should I do?	<p>All hospital-sponsored travel, to any country, is restricted at this time.</p> <p>If your travel involves Educational Assistance funds, please first request a refund from the respective organization—e.g., airline, hotel, learning institution. If you have scheduled courses/seminars, many of these programs have moved to an online format, allowing you to attend virtually. If you made your travel arrangements outside of the refund policy windows, please contact the relevant companies’ customer service departments. In many of these situations, they will offer you a travel voucher for future travel arrangements. If the organization will not refund your costs, please obtain documentation showing proof of non-refundable cancellation. Submit your documentation and application number via an ASK HR ticket, and we will assist you with reimbursement.</p> <p>A list of destinations with travel notices is available at https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html</p>

#	Question	SHC
28	Can I still go on vacation?	<p>The California State Public Health Officer and Director of the California Department of Public Health has ordered all individuals living in California to stay home or at their place of residence. If you choose not to abide by this order and go on vacation out of the country, upon your return to the US, contact the Occupational Health Respiratory Evaluation Center (OH-REC) at 650-723-5922 for instructions. Depending on where you have traveled or have had a layover, you may be required to self-isolate for a period of 14 days and will not be permitted to return to work until you are cleared by the Occupational Health Respiratory Evaluation Center (OH-REC). As this is a personal choice unrelated to Stanford, with limited exceptions, you will not be placed on Paid Administrative Leave during this self-isolation period.</p> <p>Further travel information can also be found at https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html</p>
29	I have a vacation planned that cannot be refunded. Can the Hospital reimburse me for travel expenses?	<p>SHC is not able to reimburse you for costs if you need to cancel your trip. Contact your air carrier, cruise ship line, hotel, booking agencies, and any travel insurance agencies you have used regarding their policies.</p>
30	What if someone in my household was exposed (via travel or community spread)?	<p>The health of our employees, and their friends and families, is our priority. If someone in your household is a known exposure, please contact your manager and the Occupational Health Respiratory Evaluation Center (OH-REC) at 650-723-5922. Please refer to the Protocol for the Management of Healthcare Personnel (HCP) Regarding COVID-19 Symptoms. At the same time, it is important that you monitor your own health, follow proper personal hygiene protocols, and contact your health care provider if you become ill. If you develop symptoms, contact the Occupational Health Respiratory Evaluation Center (OH-REC) at the number above.</p> <p>When you are ready to return to work, depending on the circumstances, you may be required to be tested for COVID-19 before being eligible to return.</p>