Occupational Health Services COVID-19
Employee FAQ
Occupational Health Services COVID-19 Support – (650) 723-5922

As we continue to monitor the situation around COVID-19 closely, the health and safety of our employees and patients remains our top priority. Below, please find updated information related to occupational health services for our health care personnel for COVID-19. We will continue to assess other options as new information is gathered. If you have a question that is not answered here, please speak with your manager or contact Occupational Health Services COVID-19 support at **(650) 723-5922**.

1. What can I expect to happen when I am not feeling well and call the Occupational Health Services COVID-19 support line to report it?

You can expect to be screened by a nurse from Occupational Health Services COVID-19 telephone support who will review your symptoms, provide return-to-work guidance and, depending on symptoms, may schedule an appointment for you to go into the Occupational Health Respiratory Evaluation Center (300P first floor).

It is recommended that employees who have symptoms of acute respiratory illness or fever stay home. If you are ill, notify your manager immediately and contact Occupation Health Services COVID-19 support for guidance. Also, and please refer to the following protocols:

Employee Monitoring COVID-19 huddle
Protocol for the Management of Healthcare Personnel with COVID-19 Exposure
Protocol for the Management of Healthcare Personnel without COVID-19 Exposure

2. Will I be tested for COVID-19?

The decision about whether you should be tested will be made after a member of Occupational Health Services COVID-19 support team screens you. Depending on your symptoms, you may be given an appointment for testing. You may also contact your personal medical provider to inquire about screening and testing.

3. If I need to be tested, how soon can I get an appointment?

You'll be scheduled in the next available time period for testing in the clinic.

4. Why can't I just walk in for a test?

To prevent the spread of COVID-19, Occupational Health Services discourages walk-in testing. In-person testing is provided by appointment only to decrease the risk of exposure to you and others. Please contact Occupation Health Services COVID-19 support for information and guidance.

5. What are the Occupational Health-Respiratory Evaluation Center clinic hours?

Monday-Friday 7 a.m.-7 p.m. and Saturday-Sunday 7 a.m.-3 p.m.

6. Why can't I just go to the Emergency Department?

If you are experiencing acute respiratory distress or other severe symptoms, please go to the Emergency Department. If you are feeling ill, you may also seek medical care via your primary care provider or ED services. We strongly encourage you to follow the procedure of calling the Occupational Health Services COVID-19 support line for initial screening, and if necessary, an appointment and possible testing at Occupational Health Respiratory Evaluation Center. Occupational Health Services COVID-19 support has clear guidelines about scheduling you an appointment to be screened and tested, and about assessing your ability to return to work. In the event that Occupational Health Services COVID-19 support line is not available, or it is after hours, please proceed to the Emergency Department or Stanford Express Care.

7. How soon will I hear about my test result and how will I be told the result?

An Occupational Health Services COVID-19 team member will call you within 2-3 days after your test.

8. What should I do while I'm waiting to get my result?

You must isolate yourself from other people while waiting for your COVID-19 test result. You may not return to work at this time. You can expect to receive a call by Occupational Health Services with your COVID-19 test result within 2-3 days. Daily check-ins with your supervisor are expected during scheduled workdays. Continual self-monitoring is also expected.

9. If I test negative for COVID-19, can I go back to work?

An Occupational Health Services COVID-19 provider must release you back to work. The OHS COVID-19 call center will contact you the day we receive your test result and will provide return to work instructions. Please see the employee protocols posted on the website for details.

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10.   If I test positive for COVID-19, what happens next?

If your COVID-19 result is positive, you and everyone in your household must stay away from other people by isolating at home. You may return to work after 14 days, or after you have been without symptoms for seven days, whichever time period is longer. You must be released by Occupational Health Services COVID-19 support and follow the return-to-work instructions they give you.

11.   Do I need to tell my manager if I tested *positive*?

Protect your privacy and do not share details of your medical condition. You do need to tell your manager that you have been directed by Occupational Health Services COVID-19 support to stay at home because of an illness until you are released to return to work. Tell your manager the date you were put off work, so the manager can update and approve your timecard appropriately and can adjust staffing plans.

12.   Do I need to tell my manager if I tested *negative*?

Protect your privacy and do not share details of your medical condition. You do need to confirm with your manager the exact days you have been off work per Occupational Health Services COVID-19 support and the date you were released to return to work. This assures that your timecard is updated and approved correctly, and that the manager can adjust staffing as needed.

13.   What should I do if I think I have been exposed to someone who is being monitored by clinicians for signs of the COVID-19, or to someone who has been positively diagnosed with the virus?

Not all patients who are tested for COVID-19 have the virus. If you are treating a patient who is being tested or has been positively diagnosed with the disease, follow proper personal protective equipment policies and guidelines. In addition, continue to practice proper hand hygiene techniques, follow the Protocol for the Management of Healthcare Personnel with COVID-19 Exposure guidelines on the intranet. Call the Occupational Health Services COVID-19 support line (650-723-5922) if you have questions or concerns.

If you unknowingly had direct exposure to a patient who tested positive for COVID-19, you will be notified. If you have concerns, contact your manager and follow the Protocol for the Management of Healthcare Personnel with COVID-19 Exposure. Call the Occupational Health Services COVID-19 support line (650-723-5922) for instructions about how to proceed. If you are told to isolate yourself from other people, Occupational Health Services will notify your manager, who will work with Employee & Labor

Relations on next steps. You may be allowed to work from home, depending on your job duties, or you may be put on paid administrative leave during the isolation period.

Follow Stanford Health Care policies and procedures to prevent transmission of disease. Follow these protocols with all patients, along with using proper hand hygiene. Follow any additional isolation precautions that are specific to your patients.

Occupational Health Services COVID-19
Manager FAQ
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As we continue to monitor the situation around COVID-19 closely, the health and safety of our employees and patients remains our top priority. Below, please find updated information related to occupational health services and our health care personnel. We will continue to assess other options as new information is gathered. If you have a question that is not answered here, please speak with your manager or contact Occupational Health Services COVID-19 support at **(650) 723-5922**.

1. **If one of my staff members thinks he or she has been exposed, what should I communicate to department or team members?**

Employee health status is private information, and you may not share details about a specific employee with the rest of the team unless the employee self-divulges or approves. If someone from Occupational Health Services COVID-19 support contacts you about an employee test result, you will be will provided with specific language to use when communicating to your team.

2. **If my staff member thinks he/she has been exposed, what advice should I provide?**

Any suspected exposure (community or work-related) has a specific definition for exposure, including whether the staff member was within 6 feet of the COVID-19 positive individual for longer than 10 minutes without use of proper personal protection equipment, or PPE. A staff member who has been exposed should contact you, and you should ask them to communicate with Occupational Health Services COVID-19 support to determine next steps.

The protocol remains the same as what's expected with daily symptom monitoring. If it has been confirmed that a staff member has been exposed, Occupational Health Services COVID-19 support will advise that person to wear a mask for 14 days from initial exposure and continue to self-monitor for symptoms, per the [Protocol for the Management of Healthcare Personnel with COVID-19 Exposure](#). If a staff member has these symptoms, you must advise the person to NOT come to work. If already at work, the employee must put on a mask, contact Occupational Health Services COVID-19 support (650-723-5922), and go home.

3. **If a staff member has flu-like symptoms, are there any special considerations for cleaning the environment?**

Everyone on the staff should wipe down high-touch surfaces, including keyboards, door knobs, phones, etc. at the beginning of every day and routinely throughout the day as needed. Avoid sharing any items (i.e.; pens or paper) if possible.

4. How will I be notified, as a manager, that an employee has been in contact with Occupational Health Services COVID-19 support, and what transparency do I have?

The employee must notify you if they are not feeling well and/or is out of work. You will be notified when the employee has been cleared to return to work by Occupational Health Services COVID-19 support.