

March 21, 2020

## COVID-19 Updates (3/21/20)

### Stewardship of Personal Protection Equipment (PPE)

With the COVID-19 pandemic spreading and changing rapidly, this is a very difficult time for our local communities, state, nation, and the world. With that in mind, we would like to address our resources during this time of tremendous uncertainty. Please watch this [video](#) from Mark Deponio, Senior Vice President of System Services, to learn more, including information about the immediate action we need to take now to address a potential severe shortage of PPE and supplies.

Thank you for your immediate attention to this. We cannot wait. We must have a complete team effort to ensure Munson Healthcare has the PPE and supplies needed to take care of ourselves and our patients safely.

Your ideas for waste reductions and questions are important. For supply concerns: [MHC-COVID19-Supplies@mhc.net](mailto:MHC-COVID19-Supplies@mhc.net)

### Munson Healthcare COVID-19 Provider Forums

**Please join us for our 2<sup>nd</sup> COVID-19 Provider Forum on Monday, March 23, 12:30 – 1 pm.**

As you know, things are changing rapidly. Munson Healthcare is hosting an ongoing webinar series to help keep providers up to date on the state of our system and what you need to know. Provider Forums will be available online Monday, Wednesday, and Friday, 12:30 – 1 pm. More than 400 providers joined us for the first Provider Forum last Friday.

Speakers for 3/23/20 will be:

- Mark Cannon, MD; Section Chief, Infectious Diseases, Munson Medical Center
- Megan Priebe; System Lead, Infection Prevention, Munson Healthcare

A moderator will also field your questions. Due to time limitations, we won't be able to answer all questions. To submit questions in advance: [MHC-COVID-Physician-Questions@mhc.net](mailto:MHC-COVID-Physician-Questions@mhc.net)

Providers and practice staff can easily join from a computer or mobile device.

**What:** Munson Healthcare COVID-19 Provider Forum

**When:** Monday, March 23, 12:30 – 1 pm

**Register:** [click here](#)

*\*If you are unable to attend during the live webinar, you can use this link to watch the webinar later.*

**Watch 3/20/20 Provider Forum:** [click here](#)

*\*You will be directed to the recording after you register.*

For registration links of upcoming forums: [munsonhealthcare.org/COVID-19Providers](https://munsonhealthcare.org/COVID-19Providers)

## Retail Pharmacies Open with Curbside and Local Home Delivery

All Munson Healthcare retail pharmacies are operating under normal business hours with full service to area customers:

- Sixth Street Drugs, Bayshore Pharmacy, and Empire Pharmacy *have transitioned to curbside delivery only* for both prescriptions and in-store over-the-counter items. Customers should call ahead to place orders and be prepared to pay with credit or debit card over the phone. Place a second call at arrival and a Pharmacy team member will deliver orders to the parking lot.
- Munson Community Health Center Pharmacy also offers curbside pickup and the store remains open to screened customers permitted to enter Foster Family Community Health Center.
- Customers of all four retail pharmacies should inquire about prescription mail delivery and limited local home delivery to eligible addresses.

## Munson Healthcare Nursing Hotline

Munson Healthcare's COVID-19 Hotline now includes an Ask-a-Nurse option. This line is staffed with Munson Healthcare nurses and is available for the following:

- 1) Providers and practices with clinical questions
- 2) Patients and the community with clinical questions
- 3) Patients without a Primary Care Provider for facilitation of triage and screening for COVID-19

If a patient calls and he/she is established with a PCP, we will answer their questions and direct them back to their PCP for additional information and/or triage in order to keep continuity of care.

Call the COVID-19 hotline number **231-935-0951** and press 5 to access the option daily (7 days a week) from 7 am - 7 pm.

## Emerging Literature on COVID-19 Available

Knowledge Management Services (KMS) has recently added a link to [LitCovid](#) on their electronic resources page. LitCovid is a curated hub for tracking current scientific information about the 2019 novel Coronavirus. Content is updated daily and sorted by mechanism, transmission, treatment, case reports, and epidemic forecasting.

As always, KMS staff are available to assist in obtaining needed articles or other resources. Contact staff at (221) 935-7124 or [Library-HealthSciences@mhc.net](mailto:Library-HealthSciences@mhc.net).

## Streamlining Your Questions

Many teams are fielding questions related to COVID-19. In an effort to funnel questions to the right place and the right team, please see the emails listed below:

- [Employeehealth@mhc.net](mailto:Employeehealth@mhc.net) (indicate COVID in subject).
- [MMC-IncidentCommand@mhc.net](mailto:MMC-IncidentCommand@mhc.net)
- [MHC-IncidentCommand@mhc.net](mailto:MHC-IncidentCommand@mhc.net)
- [MHC-IP@mhc.net](mailto:MHC-IP@mhc.net) (Infection Prevention)
- [MHC-laborpool@mhc.net](mailto:MHC-laborpool@mhc.net) (Labor Issues)
- [MHC-COVID19-Education@mhc.net](mailto:MHC-COVID19-Education@mhc.net) (Education needs)
- [MHC-COVID19-Supplies@mhc.net](mailto:MHC-COVID19-Supplies@mhc.net) (Supply concerns)
- [MHC-COVID-CorpComm@mhc.net](mailto:MHC-COVID-CorpComm@mhc.net) or [COVID-19 URGENT COMMUNICATION WEB FORM](#) (Communication requests)
- [MHC-COVID-Physician-Questions@mhc.net](mailto:MHC-COVID-Physician-Questions@mhc.net) (Provider Forum questions)

