

March 17, 2020

COVID-19 Updates (3/17/20 9:30 pm)

Munson Healthcare Lab and Radiology Service Modifications

In continuing efforts to reduce COVID-19 transmission and ensure patient and Health Care Team safety, Munson Healthcare is modifying select radiology and lab services throughout the region. This follows guidance by the U.S. Centers for Disease Control and Prevention (CDC) and the American College of Radiology (ACR) for medical facilities to reschedule non-urgent outpatient visits as necessary.

Lab Locations Closing; Modifying Operating Hours

Munson Healthcare is closing lab specimen collection services at the following locations effective March 18, 2020:

- Crystal Lake Health Center (Traverse City)
- Northern Pines Health Center (Buckley)
- Partners in Family Practice (Traverse City)
- Traverse Bay Internal Medicine (Traverse City)
- Traverse Health Center (Traverse City)
- Grand Traverse Women's Clinic (Traverse City)

Several Munson Outpatient Service locations will remain open under modified operating hours:

- Elk Rapids
- Kingsley
- Suttons Bay

Lab specimen collection sites below will remain open at normal business hours:

- AOC Arthritis & Osteoporosis Center (Traverse City)
- Cowell Family Cancer Center (Traverse City)
- Foster Family Community Health Center (Traverse City)
- Milliken Medical (Traverse City)
- Munson Laboratories at Grand Traverse Commons Centre (Traverse City)
- Munson Medical Center Medical Professional Building (Traverse City)
- West Front Primary Care (Traverse City)

Radiology Service Changes

Munson Healthcare is also reducing or rescheduling select Radiology services and affected patients are being notified. Changes include:

- Delaying all screening mammography
- Triaging all diagnostic mammograms - continuing with higher risk exams and delaying lower risk exams based on screening study
- Delaying all thyroid fine-needle aspirations (FNAs)
- Delaying all lung cancer screening computed tomography (CT) scans
- Triaging all Interventional Radiology (IR) procedures

- Continuing with current hospital protocol for triaging all CT, Magnetic Resonance (MR), and Ultrasounds
- Delaying all fluoroscopic exams
- Physicians may grant exceptions on a case-by-case basis

Regional Care Sites

Munson Healthcare has an active, system-wide planning approach developed to appropriately respond, allocate resources, and care for hospitalized patients or those whose clinical condition requires hospitalization with suspected or confirmed positive COVID-19 results.

While each of the entities within our nine-hospital system are able to care for these types of patients, it is best practice and safest for our entire workforce and our communities that affected patients are managed together. We've developed a regional approach to assure that our resources are deployed in the most effective manner and that appropriate staffing, supplies, and equipment are located where the need is highest. Regionalizing our assets provides the best approach to care and is a sound method of containing or limiting the spread of this disease. Our plan was developed in cooperation with clinical leadership, including infectious disease physicians, medical staff leadership, nursing, and other critical representatives of our patient care teams.

Here is our plan: All suspected or confirmed positive cases for those patients who are already hospitalized or whose clinical condition requires hospitalization, will be housed at or immediately transferred to a designated COVID-19 regional care site within our system. These care sites are listed below.

Munson Healthcare Central Region COVID-19 Care Site: **Munson Medical Center**

- Includes patients from:
 - Kalkaska Memorial Health Center
 - Munson Medical Center
 - Paul Oliver Memorial Hospital

Munson Healthcare East Region COVID-19 Care Site: **Grayling Hospital**

- Includes patients from:
 - Munson Healthcare Grayling Hospital
 - Munson Healthcare Otsego Memorial Hospital

Munson Healthcare South Region COVID-19 Care Site: **Cadillac Hospital**

- Includes patients from:
 - Munson Healthcare Cadillac Hospital
 - Munson Healthcare Manistee Hospital

Munson Healthcare **Charlevoix Hospital**: Due to the proximity to both the East and Central regions, Charlevoix will remain flexible with patient transport based on situation.

Every precaution to protect employees, providers, and our communities is being taken. As you are aware, strict visitor restrictions are in place, any visitors and all staff are screened for illness on a daily basis. Our staff is highly trained to deal with illnesses such as this, and personal protective equipment is available and in place during interaction with suspected or confirmed contagious patients.

It's imperative that our providers and staff remain healthy in order to care for all patients that present to us for treatment and care. We are committed to making every effort to keep our patients and Health Care Team safe. Our environmental services and facilities teams are doing an extraordinary job in keeping a clean and safe environment for all.

We anticipate there will be more patients testing positive for COVID-19 in the days to come. Please know that our Incident Command teams are preparing for future patients as well as the corresponding communication to make sure everyone is aware of planning process and current state of events.

Please continue to keep updated through checking your email and munsonhealthcare.org/COVID-19Providers. Be vigilant in your handwashing and personal health. Be cognizant and practice social distancing whenever possible. As coworkers and community members we must all work together.

MHC Childcare Programs Closing

This afternoon we made the difficult decision to close our childcare programs at the end of today. This would be all of the Traverse City sites and the Paul Oliver Memorial Hospital site. They will remain closed indefinitely. This decision aligns with the statewide closure of schools and is in the best interest of the children, their families, and our communities.

Patient Payments

Effective tomorrow March 18, Patient Financial Services and the Central Billing Office will no longer be taking patient payments in person. Patients should be instructed to pay online or via the telephone.

Entry Points for Health Screens at MMC

Please use the following Munson Medical Center entrances to be health screened prior to your shift:

- Employee Parking Deck Level 2 Interior/Exterior – ground level (24/7)
- Main Entrance (5:00 am - 5:00 pm) – patient drop-off is closed to employees
- MPB South (Lot C) (7 am - 6:00 pm)

Access to all other MMC doors will be prohibited. Questions/concerns: MMC Incident Command, 231-935-2809, MMC-IncidentCommand@mhc.net

Traverse City Partial Hospitalization Closed

Due to COVID-19, Partial Hospitalization in Traverse City has closed until further notice. Staff fielded calls today and notified patients and families.

Traverse City Munson Pediatric Immunization Clinic Closed

The Munson Pediatric Immunization Clinic held at the Pediatric Specialty Clinic building at 106 S. Madison will be closed to immunization services until further notice.

