

March 19, 2020

Munson Healthcare COVID-19 Provider Forums

Please join us online for the inaugural launch of a new COVID-19 Provider Forum on Friday, March 20, 12:30 – 1 pm.

As you know, things are changing rapidly. Munson Healthcare will be hosting an ongoing webinar series to help keep providers up to date on the state of our system and what you need to know. Speakers will be Chief Medical Officer Christine Nefcy, MD, and President, Ambulatory Services & Value Based Care, Laura Glenn. A moderator will also field your questions.

Providers and practice staff can easily join from a computer or mobile device. NOTE: This will be audio only.

What: Munson Healthcare COVID-19 Provider Forum

When: Friday, March 20, 12:30 – 1 pm

Register: [click here](#)

Stay tuned for future Provider Forums!

COVID-19 – Cohort Patients

Our three regional care centers, Munson Medical Center, Cadillac Hospital, and Grayling Hospital are starting to cohort inpatients who are being tested/monitored for COVID-19. What that means is that this particular patient population will receive care on a unit dedicated to COVID-19 patients.

Precautionary measures are being taken to protect these patients and the members of the Health Care Team treating them on these special units. This practice — of keeping these patients together — is an identified best practice in a pandemic and a necessary step to help prevent the possible spread of COVID-19.

MMC, Cadillac, and Grayling were selected to be our regional care centers for several reasons including bed capacity, ICU capabilities, staffing, and equipment availability. In addition, all three of these hospitals have step-down ICUs with ventilators, 24/7 Hospitalist coverage, and 24/7 fully operational telemedicine capabilities. This regional approach also keeps patients as close as possible to their own communities.

“Piggybacking” Caution when **Exiting Buildings**

Now that health screenings are in place for **everyone** entering our building, it’s imperative that you do not allow anyone into your building as you are exiting. Anyone attempting to enter as you exit should be directed to go to an open entrance where health screenings are taking place. Again, this is a vital step for the safety of our Health Care Team, our patients, and our visitors.

Supplies for Patients

As health care employees, it's never been more important to be good stewards of our resources. COVID-19 will continue to evolve, and there will inevitably be supply shortages. We need to make sure we have enough resources available to our patients who are coming to us for help. Please keep this top of mind and reserve our supplies for the people who really need them.

Munson Healthcare Nursing Hotline

If you have questions specific to Munson Healthcare, please call our COVID-19 hotline, staffed by Munson Healthcare nurses 7 am to 7 pm daily. This is also a great resource for the public — especially those who do not have a primary care provider. If you're getting calls from the community, please be sure to direct them to this hotline. The number is **231-935-0951**. Press **5** to speak to a nurse.

Streamlining Your Questions

As you can imagine, all of our 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 (indicate COVID in subject).
- MMC-IncidentCommand@mhc.net
- MHC-IncidentCommand@mhc.net
- MHC-IP@mhc.net (Infection Prevention)
- MHC-laborpool@mhc.net (Labor Issues)
- MHC-COVID19-Education@mhc.net (Education needs)
- MHC-COVID19-Supplies@mhc.net (Supply concerns)
- MHC-COVID-CorpComm@mhc.net or [COVID-19 URGENT COMMUNICATION WEB FORM](#) (Communication requests)

Medical Records Release Process

As we continue to place more restrictions on entry to our facilities and adhere to strict visitor exceptions only, we will no longer process walk-in requests for Medical Record release. People are being asked to complete the authorization and mail, fax or email the request to HIM for processing.

Munson Medical Center Surgery Scheduling | New Hours

Effective Friday, March 20, MMC Surgery Scheduling's office hours will be 8:00 am - 4:30 pm. Please call **231-935-6330** and limit visits during this time of COVID-19 preparedness and prevention.

