



TOP 10 DETAILS TO KNOW ABOUT THE NEW COVID-19 OCCUPATIONAL HEALTH PROCESS, NEW HOTLINE AND EMAIL

July 6, 2020

With community exposures continuing to rise and more and more people being tested and receiving a positive result for COVID-19 in our community, we know you have questions about what you need to do.

The Occupational Health team and the Command Center would like to share a few things with you that we hope will be helpful

1) THE 411 ON NUMBERS TO KNOW

We have created a new COVID-19 Occupational Health hotline and email address that are both DEDICATED to COVID-19 questions, inquiries and communications with Cook Children's employees.

PHONE #: Occ Health COVID-19 Hotline: 682-303-1661

FAX #: Occ Health COVID-19 Fax Number: 682-303-1662

EMAIL ADDRESS: COVID19OHS@CookChildrens.org

For all other non-COVID-19 inquiries, write to Occ Health here:
OccHealth@CookChildrens.org.

2) EXPERTS ARE STANDING BY

If you call or write to this hotline, you will be communicating with an Occupational Health nurse specialist who is an expert on how to handle exposures, potential exposures, testing, monitoring, quarantining, isolating, and more.

Right now the hotline and email is staffed from 8 a.m. to 5 p.m. Monday through Friday, and the team is working to have coverage up to 16 hours a day, 7 days a week. We are working as quickly as possible to expand the hours the hotline is staffed.

3) WE ARE LISTENING AND READING YOUR EMAILS

If you receive a voicemail message when you call, please LEAVE A MESSAGE and someone will get back to you in less than 24 hours.

This phone number and email are receiving HUNDREDS of calls and emails a day. We are striving to respond to every single one as quickly as possible. Please only call or email ONE TIME and know someone will get back to you as soon as possible.

4) PATIENCE PLEASE

We realize you may be anxious or worried, but please be patient with us. We are working to respond as quickly as possible to every employee who calls us.

5) “JUST HIRE MORE OCC HEALTH NURSES!”

That’s a great idea, and we are working as quickly as possible to staff the hotline more hours and days. This is a key priority for the Command Center, the Redeployment Team, HR and Occ Health.

6) “BUT MY SITUATION IS AN EMERGENCY!”

In the event of a true medical emergency (shortness of breath, etc.), please call 911 or go to your closest Emergency Room.

If it is after-hours and you feel you have an urgent COVID-19 Occupational Health emergency, an Occupational Health nurse is on call 24/7/365 and can be reached via the hospital operator. Please only call the on-call nurse for URGENT MATTERS ONLY.

7) CONTACT TRACING WORKS! WE WILL CALL YOU!

In the event one of your coworkers has exposed you or if you have been exposed in some way, someone from Occupational Health will call you. Even if your coworker is home sick with a fever, or you heard a patient you cared for ended up being positive, you do not need to call Occupational Health and ask if you have been exposed. If you have been exposed we will call you.

THE 101 ON CONTACT TRACING

How does contact tracing work exactly? The contact tracing process uncovers all the information we need to determine who to contact.

We answer all sorts of questions surrounding a potential exposure, i.e. all the Who, What, Where, When, How, etc. types of questions.

- Who all was around this person?
- What exactly happened? What kind of PPE was being worn at the time?
- Where did this happen?
- When did this happen?
- How close was everyone standing?
- Were they social distancing?
- Were they wearing masks?
- Etc.

8) WRONG NUMBER!

If you are unsure if HR has your correct contact information, please login to Lawson and update your contact information. In the event, your numbers are not correct in Lawson, we will call your manager who will connect with you. We want to reassure you that we will be in touch if there is a need for you to take any action regarding testing, monitoring, isolating, quarantining, etc.

9) “I HAVE A FEVER. I HAVE NO MORE PTO, BUT I HAVE TO HAVE A PAYCHECK.”

We realize when you get sick this puts you in a difficult situation especially if you are low on or out of PTO. We must stay ever mindful of Our Promise and NOT to come to work sick so we can help our patients return to good health.

10) NEVER COME TO WORK SICK, STAY HOME AND CALL OCC HEALTH

Again, if you are sick or have any of the following symptoms, please do not come to work:

- a temperature at or above 100.4 degrees
- shortness of breath
- severe cough
- loss of sense of smell
- unexplained diarrhea or gastric complaints

Call or email Occupational Health as soon as possible if you have any of these symptoms. This will help us staff accordingly, and help us keep Our Promise.

HELP US HELP YOU!

Thank you so much for reading this and helping us respond to everyone who needs us, as quickly as possible.

OCC HEALTH NUMBERS TO KNOW

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Remember, we are all in this together and your leaders, the Command Center, Occupational Health and others all have employees' best interests at heart.

Sincerely,

Occupational Health

General COVID-19 questions: COVID19Questions@CookChildrens.org