

As the novel coronavirus (COVID-19) continues to evolve, Crozer-Keystone Health System is working diligently to learn more about this virus and how we can best care for our patients and ourselves. The following is a list of responses to frequently asked questions that are beneficial to Crozer-Keystone employees.

**All Crozer-Keystone systemwide employees returning from any country (or state, if applicable in the future) that the CDC has deemed a level 3 travel health risk.**

- Crozer-Keystone is encouraging all employees who have plans to travel to a level 3 country in the near future to seriously consider adjusting their plans.
- If you do travel to a level 3 country, you will be required to follow the CDC guidelines that are in place for COVID-19 at the time of your return.

**As of Thursday, March 19, 2020, the following Countries have a Level 3 Travel Health Notice (widespread, ongoing transmission):**

- Malaysia
- South Korea
- China
- Iran
- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City

*\*this list is subject to change as the situation evolves.*

**All Crozer-Keystone systemwide employees who have been in contact with a person who has traveled to a CDC-listed level 3 country and/or have been in contact with a person who tested positive for COVID-19.**

- The CDC requires a 14-day quarantine from the time they left an area with broad, ongoing community spread, or interfaced with a person who has traveled to a CDC-listed level 3 country and practice social distancing.
- They should follow standard call-off procedures and also notify the Center for Occupational Health at (610) 595-6808. In these cases, an employee must be isolated at home using their Paid Time Off (personal or vacation) until down to two (2) weeks in their banks, at which time they will be converted to administrative paid time off until they are released to return to work. To return to work, you must be cleared through the Center for Occupational Health.
- In the event you become symptomatic (fever, cough and/or shortness of breath) during this isolation period, you should contact the Department of Health Hotline (877) PA-HEALTH or

(877) 724-3254. You will be required to follow the guidance and direction of the Department of Health. You should seek the assistance of your Primary Care Provider or utilize the services of Teledoc to determine if your symptoms would require you to contact the Department of Health Hotline. If you become ill while in quarantine, your time off from guidance from the Department of Health will be converted to sick time, and you will follow #2 below for return to work.

### **What is Teledoc?**

- Teledoc can help with conditions such as cold and flu symptoms, allergies, bronchitis, fever, nausea, rashes/skin infections, sore throat, sinus, and respiratory infections, and more! Teledoc doctors also prescribe medications when medically necessary.
- If you're enrolled in a Crozer-Keystone medical plan, we encourage you to consider utilizing our Teledoc services. Teledoc provides 24/7/365 access to US Board Certified doctors for many non-emergency illnesses through the convenience of phone or video consults to employees and family members. You pay low \$10 copay. Call 1-800-Teledoc (835-2362) or visit [www.teledoc.com/bsc](http://www.teledoc.com/bsc) to learn more.
- If you are not enrolled in a Crozer-Keystone medical plan, we encourage you to contact your benefits services provider to find out if you are eligible for Teledoc services or if there are alternative options available to you.
- We continue to look at all options for remote screening not only for our employees but also for our patients.

### **All Crozer-Keystone systemwide employees who arrive to work presenting respiratory symptoms (e.g., fever, cough, and/or shortness of breath).**

- We expect employees to use good judgment, and if they are experiencing respiratory symptoms, they should remain home from work.
- If an employee arrives at work with respiratory symptoms, supervisors/managers should instruct the employee to leave work and return home. The employee can return to work once they have a doctor's note stating they are fit to return. We will accept electronic documentation for Teledoc services in lieu of a doctor's note from your primary care provider.
- The employee will be required to return to work through Crozer-Keystone Occupational Health. Contact them at (610) 595-6808 to make an appointment. The employee will take sick time until down to two (2) weeks in their sick bank, at which time they will be converted to administrative paid time off.

### **All Crozer-Keystone systemwide employees exposed to a patient who is being tested for COVID-19.**

- Any systemwide employee interacting with a patient being evaluated for possible CoVID-19 is not considered to have been exposed if they are following appropriate Airborne AND contact precautions (N95, goggles, gloves, gown).
- Depending on the severity and probability of actual COVID-19, the Department of Health will recommend if the employee(s) should be sent home and quarantined using CDC guidelines.

Quarantine and return-to-work will be based on the 2020 Risk Assessment and Public Health Management Guidance for Health Care Providers.

- **If the patient's test is returned negative**, the employee(s) may return to their regular scheduled shifts. The employees will be paid administrative leave for any shifts missed as a result of the incident.
- **If the patient's test is returned positive**, the employee will be paid administrative leave for the CDC 14-day quarantine for any shifts missed during the patient testing period. Remaining time off will fall under workers' compensation. If the patient's test is returned positive, the employee will be paid administrative leave for the CDC 14-day quarantine for any shifts missed during the patient testing period. Remaining time off will fall under workers' compensation. Employees and/or supervisors should contact Vera Kunkel, Injury Counselor (610) 447-2687 (15-2687) or Shekesha Robinson, Injury Counsel of (610) 447-6208 (15-6208), to submit the necessary documentation.

## **QUESTIONS/CONCERNS**

- For more information, click [here](#) and visit or Sharepoint site for print-ready resources.
- Please print the attached PDF and post it in a visible location for maximum communication.

## **DEFINITIONS**

### **Contact with**

- No CDC definition – general guidelines include being within 6 feet of another person for more than a passing moment (i.e., walking past someone in the supermarket is not considered "contact with")

### **Social Distancing**

Remain out of:

- Public places where close contact with others may occur (such as shopping centers, movie theaters, stadiums).
- Workplaces (unless the person works in an office space that allows distancing from others).
- Schools and other classroom settings.
- Local public transportation (such as on a bus, subway, taxi, rideshare, plane, ship).