The Daily Digest - GW Clinical Enterprise

This email is intended to serve as a digest of all messaging for our clinical faculty, students, and staff. We will send this email at the close of business each day, as we are managing daily operations during the COVID-19 pandemic.

This content will also be available at www.COVID19GWHealth.com - please refer to that site often, as we will be posting updates on a regular basis.

If you have feedback, please feel free to send to SMHSNews@gwu.edu

The GW Medical Faculty Associates

1. Mask Exchange Program

In an abundance of caution due to COVID-19, beginning tomorrow, we will be providing all MFA employees who work clinically and are in patient areas with surgical masks. We know that asymptomatic people, even healthcare workers, can spread COVID-19 and we want to protect our patients and colleagues. Surgical masks function by preventing the droplets of an infected individual from spreading to others. In the downtown locations, you can pick up a mask at the 2150 South Lobby and the 2300 M Street Lobby. At other practice areas, you will receive masks from your site manager. If you need to exchange your mask, should it become soiled or damaged, you can come to the mask exchange station to get a new one. Bring the old mask with you. Please take great caution with maintaining these masks...
and limiting our usage, as we want to make sure we have sufficient masks for entirety of the pandemic.

We want to ensure that all of us on the frontlines of this pandemic are protected, so please also remember to wash your hands, don't touch your face and wear your mask while at work.

2. Transportation Survey

We are working with our partners at the University and hospital to develop plans to ensure employees are still able to come to work if public transportation ceases. Fill out the survey here to let us know how you currently commute to work: https://www.surveymonkey.com/r/5PQF352

Once you have completed this survey, we will be compiling the results to develop contingency plans. If you are currently experiencing difficulties getting to work or are worried about COVID-19 transmission during your commutes, please raise these issues with your supervisor.

3. Employee Assistance Program

The MFA is committed to employee health and wellness. Employees are reminded that the new Employee Assistance Programs (EAP) SupportLinc is available and can be accessed via the web or via mobile device. All requests for information or assistance through the SupportLinc program are free of charge and completely confidential. You can contact SupportLinc anytime, around-the-clock, 365 days a year. To get started, call, chat or log in using the information below.

- **WEB PORTAL** The SupportLinc web portal provides access to thousands of articles, tip sheets and videos covering a wide array of health, wellbeing and work-life balance topics. The site also contains child and elder care search engines, reference libraries, legal and financial resources, self-improvement programs and educational modules.

- **MOBILE** The eConnect® mobile app (download on the app store with the code: mymfa) allows you to talk to or request a callback from a SupportLinc counselor. Additionally, boost your emotional fitness by exchanging texts, audio and video files with a 'coach.'

How do I access the EAP?

Call SupportLinc at: 1-888-881-LINC (5462)
Access the website at: www.supportlinc.com (username: mymfa)

4. MFA Business Office Staffing
Our Business Office will remain open during COVID-19 from 8:00 am to 5:00 pm; however, starting tomorrow, we will be staggering employee hours in response to reduced volume. Effective tomorrow, Tracy Chapman will work 8:00 am to 12:30 pm and Tawanda Graves will work 12:30 pm to 5:00 pm. This schedule will be evaluated on a weekly basis to ensure that we are properly staffing the business office at all times.

5. Allergy of Covid-19
COVID-19 and the beginning of spring pose some challenges for allergy sufferers in distinguishing symptoms. Dr. Monica Lypson, director of the Division of Internal Medicine at GW MFA discusses this in the following blog post:
https://www.gwdocs.com/blog/2020/march/cold-flu-or-coronavirus/

GW Hospital

1. CEO Townhall: This Thursday, GW Hospital will be hosting an employee at 12p via Zoom - you can join here: https://uhsinc.zoom.us/j/2425851145. Also, if you have any questions you would like to ask, please send them to: GWUHRumorMill@gwu-hospital.com

2. Telework: We continue to respond to the COVID-19 situation and remain focused on providing the highest quality care to our community. If you have a request for an employee to telework, you must send this request to Kimberly Russo, CEO, and copy your senior administrator. Ensuring high-quality patient care and optimizing our healthcare system to meet our community need remains a priority in reviewing these requests.

3. Cybersecurity: Given that there has been increase in cybersecurity incidents globally as a result of COVID-19, please be hyper vigilant when working remotely. Linked here are guidelines and tips for cybersecurity and remote work. Please ensure that anyone working remotely is aware of these best practices.

4. Employees Who Are Sick: As a reminder, employees who are at home ill or who have tested COVID-19 positive should not be teleworking. Leadership are expected to follow the HR Leave of Absence Policy and should advise these employees to contact Sedgwick Leave Absence at 1-855-653-7472.
5. **COVID-19 codes:** As we continue to respond to the COVID-19 situation, please be aware that we will be adjusting our overhead codes to enhance awareness and safety. Any code that involves a confirmed or suspected COVID-19 patient will include "19" after the code. If you call a code to the operator, please inform them if this is a COVID-19 confirmed or suspected patient.

For example, codes will be called as follows:

- Code Blue 19 followed by location
- Rapid Response 19 followed by location
- Code Strong 19 followed by location

The GW SMHS

1. **Medical Student Authored D.C. COVID-19 Guide**

2. **Faculty and Staff Wellness:** Yale's "Happiness" course (Science of Well-being) is now being offered for free.

   See here: [https://www.coursera.org/learn/the-science-of-well-being](https://www.coursera.org/learn/the-science-of-well-being)

3. We have heard from members of our community that they want to support our mission during this time of need. The [GW COVID Response Fund](https://www.gw.edu/covid-response-fund) was established to support the work of our faculty, staff, and students during this crisis.