

WHAT EVERY TVHS EMPLOYEE MUST KNOW ABOUT OUR COVID-19 RESPONSE

Information current as of 10.08.20.
Be on the lookout for Incident Command emails for the latest information.

EVERYONE

All TVHS employees are responsible for the Veteran experience.
This includes complying with **ALL** the following points.

As an employee you are expected to comply with the following:

1. Wear your mask coming into the buildings, in all public areas, and in any space where being 6 feet apart from everyone is not possible.
2. Willingly and courteously display your PIV cards to enter the facility as verification that you are well
3. Employees with symptoms should **NOT** come to work and instead should contact the Employee Health Hotline and his/her supervisor.
4. Park only in employee parking.
5. Be familiar and share with every Veteran the **5** major changes to expect when visiting TVHS (on next slide click play).

**TVHS is expanding
its services.**

**If you come to one
of our facilities for
an appointment,
you'll notice some
changes due to
COVID-19.**



The biggest challenge for our patients has been the
Restricted Visitor Policy.

The following slides contain all the details.

All staff are responsible for the effective implementation of this policy.



- TVHS has a **Restricted Visitor Policy**
- It is the responsibility of **ALL** employees to share, confirm and follow the guidance regarding visitors.
- Inpatient Visitation – 8 AM – 6 PM – 1 visitor per inpatient
 - COVID positive patients (except at end of life), PUI and long-term care patients are still NOT allowed visitors.
- Outpatient Visitation – not permitted except in very specific circumstances (details next slide)
- The no visitor policy is to **protect our vulnerable population** by minimizing access to our facilities.
- Services **CANNOT** go to the door and bring visitors in.
- The **only** exceptions that are made (RARE and appointment specific – see next slide) are vetted through Incident Command Staging Section.

No Visitor Policy

Exceptions to the no outpatient visitor **MUST** fall under the following criteria:

- End of life care
- Transplant care requiring caregiver face-to-face
- New cancer diagnosis being explained
- Initial goals of care conversation
- An appointment where the face-to-face presence of the caregiver is *critical* to the successful execution of this appointment **AND** the provider verifies there is NO ALTERNATIVE to involve the caregiver*

*Most caregivers can actively participate in a visit from their vehicle or another location by being called on speakerphone from appointment.

No Visitor Policy

Reasons that are **NOT** appropriate for an exception request:

Concern	Solution
Caregiver wants to attend appointment	Safety of the Veterans come first!
Patient needs assistance getting to appointment	Patient escorts are standing by to assist!
Caregiver manages patient's medications	Provider calls caregiver from appointment to discuss
Patient doesn't tell the provider what is really going on	Provider calls caregiver from appointment
Patient is hard of hearing	Provider calls caregiver from appointment
It's hot or cold outside	Prepare visitor in advance of policy

How to make a request:

1. The clinic/service/provider (NOT the patient or caregiver) emails [TVH Incident Command Visitor Request](#) (please note this is different than TVH INCIDENT COMMAND)
 2. 24 hours in advance (Monday requests can be sent on Friday)
 2. Include:
 - Patient's name + last 4
 - Caregiver's name
 - Location of appointment (which campus)
 - Reason from slide 7, as vetted by provider, for request
- * Requests that do not follow the above process will no longer be considered.

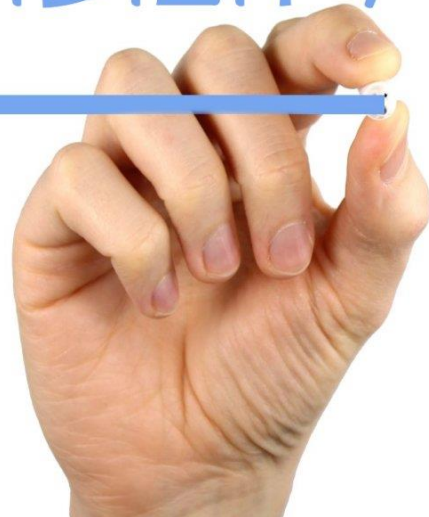
REQUEST EXAMPLES

Shout out to **La'Wanda Bowers** and **Samuel Hagan** for these perfect requests sent 24 hours prior to the appointment to TVH INCIDENT COMMAND VISITOR REQUEST.

Can we please get permission for this visitor to come in now to discuss very important critical information found today in labs please? PATIENT NAME & LAST 4 has an appointment on Friday, October 2nd with the Nephrology Clinic at the ACY Campus, Building 3A room 146 with Dr. Putatunda. Veteran's family member VISITOR NAME will need to assist Veteran. This is an appointment where the face to face presence of the caregiver is critical to the successful execution of the appointment. Dr. Putatunda verifies that there is no alternative but to involve the caregiver thank you.

Good morning. PATIENT NAME & LAST 4 has an appointment Tuesday October 06, 2020 with the urology clinic at the ACY/VA medical center, building 3-B room 241 with Dr. Mobley. Veteran's daughter/caregiver, VISITOR NAME will need to assist veteran due to documented Alzheimer's Disease. This is an appointment where the face to face presence of the caregiver is critical to the successful execution of the appointment. Dr. Mobley verifies that there is no alternative but to involve the caregiver. Thank you.

RESPONSIBILITY



No Visitor Policy

It is the responsibility of the clinic to:

1. Inform all patients of the no visitor policy PRIOR to appointment
2. Offer alternative methods for appointment if visitor is requested
3. Submit requests for exceptions using the process identified and not simply because the patient or visitor requests an exemption.

- **Safety** is our **Number 1 Priority**
- Knowing **WHY** makes a big difference so please explain it to our patients
- Preparing patients for their visit is a key responsibility



Resources

- [TVHS COVID-19 Intranet](#)
- Script to be used when speaking to any Veteran



5 Key Points



EVERYONE

All TVHS employees are responsible for the Veteran experience.
This includes complying with **ALL** the previous points.