

EMPLOYEE HEALTH SERVICES FREQUENTLY ASKED QUESTIONS (FAQs) FOR COVID-19

Employee Health Services is closely monitoring the outbreak of the respiratory disease caused by a novel (new) Coronavirus (COVID-19). This is a rapidly evolving situation, thus Clinical staff will continue to monitor and follow guidelines developed by the U.S. Centers for Disease Control and Prevention (CDC) for preventing the spread of the respiratory virus.

How is Marathon Health, the third-party administrator responsible for the operation and management of the Employee Health Clinic, addressing the Coronavirus (COVID-19)?

Marathon Health has created an internal work group to ensure an organizational response to the Coronavirus (COVID-19). This internal work team's primary objective is to focus on the Coronavirus response, anticipate issues and address these issues. The team is currently working with the Centers for Disease Control & Prevention (CDC) and other public health entities to monitor and address the COVID-19 response daily, which updates are changing rapidly. The team expects the issues to vary regionally, in which Marathon Health will respond accordingly.

Are there any changes to the services provided at the Employee Health Clinic?

Yes. The following changes were implemented effective 3/16/2020 as follows:

- ❖ No Walk-In appointments are allowed. All employees must schedule their clinical visits at least 48 hours in advance of the scheduled appointment.
- ❖ Employees will not have the ability to self-schedule medical appointments at Employee Health Services. Appointments will require all employees and retirees and spouses to call and be screened appropriately by the Clinic staff to ensure that employees are asymptomatic, presenting no symptoms of a respiratory illness.
- ❖ All "Well Visits" scheduled in March and April will be rescheduled for May or the months ahead.
- ❖ Clinical staff will convert all face-to-face Comprehensive Health Reviews and coaching visits to telephonic visits. The Clinic will call the employee to see if the employee prefers to conduct the appointment telephonically or prefer to reschedule for a later month.
- ❖ Clinical staff will move routine chronic disease re-checks to telephonic. Employees with scheduled appointments will be called by the Clinic to see if the employee wants to conduct the appointment telephonically or prefer to reschedule the appointment.
- ❖ Employee Health Services has moved *ALL* respiratory sick visits to **telephonic only**.

- ❖ In regards to Acute Care Visits, Clinical staff will see only acute sick visits in person if the employee requires an exam for acute care services such as a rash, eye infections, common ortho issues, back pain, ankle swellings, etc. **To reiterate, all respiratory visits will be done via phone.**
- ❖ All pre-employment screenings **MUST** be scheduled 48 hours in advance to allow the Clinicians to contact the applicant at least 24 hours in advance of the appointment to assess if the employee is symptomatic.
- ❖ At this time, ALL pulmonary function testing has been delayed as a part of the triennial public safety exams or other medical exams as identified by Risk Management.

What should you do if you believe you have COVID-19?

- If you have flu or viral illness symptoms, call your primary care physician, Teladoc, or Employee Health Services to speak with a provider and they will help determine appropriate next steps. Your provider will determine if you need to be tested for COVID-19. If testing is recommended, you will be referred to a facility that does COVID-19 testing. If you have a positive test for COVID-19, the local/state health department will notify persons/facilities whom you may have exposed to the illness.
- Please do not come directly to the health center without an appointment so that risk of exposure is minimized to staff and other patients.
- If you are having *significant difficulty breathing* or emergent symptoms, call 911.
- If you think you have been exposed to COVID-19 and have symptoms such as fever, cough or difficulty breathing, please call your health center, primary care provider, or Teladoc. If you think you have been exposed to COVID-19 but have no symptoms, please call your local health department.
- Currently, Marathon Health is not performing COVID-19 testing but instead coordinating through the local health departments who have access to necessary protective gear and facility/equipment considerations.
- Marathon Health follows the policies and guidelines of the Center for Disease Control and Prevention (CDC) and will make changes to recommendations based on CDC updates for your best care.

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

What is the criteria for testing for COVID-19?

- Contact with a confirmed case AND coronavirus-like illness (CLI)

- Travel to a country or area with a Level 2 or 3 Travel Advisory AND CLI AND a negative rapid influenza test at the point of care AND a respiratory virus panel (RVP) negative for all pathogens
- Residence in a nursing home or long-term care facility AND CLI AND a negative rapid influenza test at the point of care AND no alternative diagnosis AND an RVP negative for all pathogens
- CLI is defined as fever (measured or subjective) AND either cough or shortness of breath

Employee Health Services recommends that City of Roanoke employees follow guidelines developed by the U.S. Centers for Disease Control and Prevention (CDC) for preventing the spread of respiratory viruses as follows:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects (such as cell phones) and surfaces (such as keyboards or doorknobs).
- Avoid close contact with people who are sick.
- Stay home when you are sick until you are symptom-free for 24 hours.
- Call your primary care physician, Teladoc or Employee Health Services if you are sick; contact a hospital emergency department if you are very sick and non-emergency caregivers are unavailable.

How may I contact the Employee Health Clinic?

For questions or to schedule an appointment, employees may contact Employee Health Clinic staff at (540) 853-2045.