

COVID-19 Daily Update

April 20, 2020

Dear Colleagues:

In order to provide updates on the evolving response and best practices related to the COVID-19 pandemic, AHP will be delivering brief, critical updates on an ongoing basis addressing important highlights and frequently asked questions.

TOMORROW: Behavioral Health Consultation - April 21st, 7:30 am

Join the AHP Behavioral Health team as well as members from our pharmacy, care management and social work teams every Tuesday and Thursday morning from 7:30am – 8:00 am via Zoom and/or phone for just in-time, virtual consultation support for the behavioral health needs of both your pediatric and adult patients. Click on the zoom link: <https://urmc.zoom.us/j/948873484> or dial in: (646) 876-9923, Meeting ID: 948 873 484

Daily COVID-19 Response Call

AHP will be hosting a call at 12:15 pm each weekday to share new information and/or be available for provider questions and concerns. Please **dial-in to 1 669 900 6833** and enter **Meeting ID: 989 6918 4459** or click <https://urmc.zoom.us/j/98969184459>

New COVID Testing Guidance

In collaboration with UR Medicine, AHP is updating its COVID testing guidance to community providers. In addition to testing for healthcare workers and long term care residents, providers may consider testing symptomatic essential workers (e.g., restaurant, transit, grocery store workers) and any moderately symptomatic (febrile, cough, shortness of breath) patients. We are working on revising the COVID Testing Flowchart to reflect this new guidance, and we will share that information when it is complete. **Testing reagent and supplies remain limited, so should collection outstrip testing capacity, this guidance may be revised.**

Emotional Support/Resources Hotline for AHP Providers, Staff and Families

Staffed by over 80 volunteer clinicians from URMC, an Emotional Support/Resources Hotline is now up and running to help you and your families navigate these challenging times. In addition to UR Medicine faculty and staff, AHP providers and all family members can access this free, anonymous and confidential service by calling **(585) 276-3100**. The line is open seven days a week from 7 a.m. to 8 p.m. — hours chosen to cover typical health care worker shifts. The line will automatically roll over to 211 after hours.

Hotline volunteers provide guidance and support on a wide range of personal and professional concerns, including anxiety and stress management, housing, finances, food needs and child care. They can also connect callers with a variety of helpful resources. Callers will not be asked to provide their name, and no information about your call will be shared with anyone. Please note that this is not a mental health crisis line; if you need to access a mental health crisis support, you or your patients can call 275-8686.

MEDENT Video Visits Available At No Charge in May

MEDENT announced today that unlimited, no-cost use of their telehealth Video Visits would be extended throughout the month of May. MEDENT has provided Video Visits at no charge for March and April in response to the pandemic. See the announcement [here](#).

New Resources Online

Vaccine Manufacturer Revised Payment Terms: recent communications from AHP's vaccine purchasing group regarding revised payment terms for Sanofi, Merck and Pfizer

We continue to partner with Dr. Mendoza and County Health Department officials on preparedness and response protocols and will convey information as it becomes available.

Thank you for your continued collaboration in this important public health endeavor.

All the best,



J. Chad Teeters, MD
Executive Medical Director



LJ Shipley, MD
Pediatric Medical Director



Renée Sutton
Senior Director, Provider
Relations

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COVID-19 Resource Links

[Golisano Children's Hospital Coronavirus Information for Families](#)

Project Teach: Seven Ways to Support Kids and Teens Through the Coronavirus Pandemic, in **[English](#)** and **[Spanish](#)**

[American Academy of Pediatrics COVID-19 Site](#)

[Monroe County Health Department](#)

[CDC Coronavirus Site](#)

[New York Department of Health Coronavirus site](#)

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