

March 23, 2020

## WHAT'S NEW AT UCSF

### TOWN HALLS

To access the recording of Friday's Town Hall, go [here](#).

We will be holding another Town Hall tomorrow, Tuesday March 24 at 4 PM:

Please click the link to join the webinar: <https://ucsf.zoom.us/j/403662669>

Or by telephone dial:

+1 669 900 6833 or +1 346 248 7799 or +1 646 558 8656 or +1 253 215 8782 or +1 301 715 8592 or +1 312 626 6799

Webinar ID: 403 662 669

### COVID-19 DRIVE THROUGH TEST SITE FOR PRE-SCREENED EMPLOYEES

UCSF Health has erected a limited-use, drive-through test facility at the UCSF Laurel Heights campus on California Street that will open on Wednesday, March 25.

The mobile station is intended for ***UCSF employees by appointment only after having been screened by OHS***. Appointments will be booked following a UCSF phone screening (415.514.7328) for those employees determined to have low acuity symptoms of COVID-19, and at this time is not open to the public.

Hours of operation are expected to be Monday–Friday 9am–5pm with appointments every 15 minutes. No walk-ins will be accepted. We expect to be able to schedule 25-30 patients each day.

The individuals being tested will drive up to the Test Tent and remain in their car for their test which will include a nasal swab. Tests will be processed within 72 hours at UCSF Labs.

The Laurel Heights site will also be shared by One Medical Group, a UCSF Health affiliated, membership-based primary care provider, for their members aged 14 and over. They will start their testing tomorrow, March 24 and appointments will be booked upon physician referral.

### EXPANDED CAPACITY

As part of the broader COVID-19 response strategy, UCSF Health is expanding its inpatient and critical care capacity to meet the anticipated surge in demand across the health system. We anticipate opening 46 inpatient acute care beds and 7 ICU beds at our Mount Zion medical campus. These beds will be used to create additional capacity for UCSF Health clinicians to treat COVID-19 and/or other patients that require hospitalization during this time.

The effort to activate these additional beds is well underway and teams have been mobilized, working on building readiness, equipment procurement and preparation of staffing and workflows, targeting a bed activation date of May 1, 2020. Additional updates on progress will be provided in the coming weeks.

This expansion is part of UCSF Health's ongoing contribution to expanding the capacity in San Francisco for a potential surge in COVID-19 patients. Other efforts include developing Respiratory Screening Clinics on our campuses at Parnassus, Mount Zion and Mission Bay; opening an Accelerated Care Unit to triage respiratory patients in our emergency department; working with outside partners to expand testing; a continued focus on eliminating non-urgent, elective surgeries in both the adult and children's hospitals to expand capacity in our hospitals, and coordination with the City of San Francisco and the Hospital Council to identify further possibilities citywide.

## **DONATIONS**

There are several ways the community can support our COVID-19 responses. We are accepting donations of critical supplies for our frontline care providers, including protective equipment and sanitizing items. There are three donation sites open seven days a week, 8 a.m. to 5 p.m. There also are suggestions for financial and industry donations. You can find information including drop-off locations, at this [website](#).

## **TRANSPORTATION**

**Parking:** Courtesy parking has been extended through shelter-in-place order which is April 7.

**Shuttles:** UCSF shuttles are on the holiday schedule and may move to a reduced schedule because of less demand for services.

## **TESTING UPDATE**

We are providing in-house COVID-19 testing for UCSF patients, which offers improved turnaround time for receiving results. We continue to expand our COVID-19 testing volume through our relationship with the Chan Zuckerberg Biohub, and are beginning to provide COVID testing for our partner institutions. Maintaining availability of testing supplies and reagents continues to be challenging, and we are working to diversify our supply chains to ensure continuous availability of testing.

## **UCSF DAILY HEALTH SCREENING TOOL**

As you know, daily screening for all staff/providers entering the hospital is required per SF Dept of Public Health during this health crisis. We are asking for your help in launching a new **Daily Health Screening Tool** that allows you to answer the screening questions (symptoms, exposure risks) on your phone/mobile device prior to coming to work. This will help reduce in-person screening upon entry (think: *TSA Precheck!*). While walking in, you will be able to show screeners the "Cleared for work" pass on your phone.

There will be an "online pre-check" line to expedite entry during high volume shift change periods. Before your next clinical shift at Parnassus, please access the tool using the instructions below (it takes < 3 minutes)

You will be asked to enter your identifying information just the first time. Please complete it before coming into hospital, preferably 2-4 hours before your shift starts. There's an option at the end to accept reminders from the tool for completion before each shift. To complete your **UCSF Daily Health Screen**, you can either

1. **Text "Screen" to: 83973**
2. Navigate to [UCSF Online Health Screen](#) and click "Take screener" on your desktop or web-enabled phone

For your mobile/online **UCSF Daily Health Screen**, we're partnering with a company called Conversa. This digital tool is a secure questionnaire that does not require a download or login. You'll only be asked to provide these two things: 1) your first and last name and 2) your date of birth. You will not be asked for passwords or any other type of identification. Health information will be shared only with Occupational Health Services.

If you have further questions navigate to [UCSF Online Health Screen for FAQs](#).

### **UPDATED GUIDELINES: STAY AT HOME/ RETURN TO WORK**

Please read the updated Occupational Health guidelines for [Stay at Home/Return to Work](#) decision support or use this [simple sheet](#). If you think you should be evaluated, call Occupational Health at 415.514.7666. New workflows are in place to assess symptoms and help expedite evaluation through Video Acute Care Clinics (VACC) and the Respiratory Symptom Clinics (RSC).

### **REMINDERS**

- ***How would you feel if hospital workers were dropping discarded gloves in front of your house during a pandemic?*** Unfortunately, Facilities Services report that purple Nitrile gloves are littering the streets along Parnassus Avenue, Hill Way, and Irving and Carl Streets. We are better than this! Please to be mindful of your actions in our community. We have policies about disposing hospital-related materials and request that you treat our neighboring community as if it were your own. As a reminder, remove all gloves, masks, and hairnets and place them, as well as all medical garbage, in trash receptacles inside our buildings. It is not appropriate to discard any of these materials in outside receptacles.
- Make use of the information and resources available on the newly designed [UCSF COVID-19 Resource Page](#) and the [UCSF Health Infection Prevention website](#). In addition, to receive text alerts when updated UCSF guidance and information are available: *Text 333 111 and enter "UCSF"*

### **CHILD CARE SERVICES**

As a reminder, all faculty, trainees and now essential on-site staff who do not have alternative child care options, access services through [UCSF's Back Up Care program](#).

- This program provides In-home child care (for all age groups) as well as center-based child care at UCSF's University Child Care Center at Mission Bay and Laurel Heights Child Development Center (for children aged 2 months – 5 years).
- Currently each enrollee receives 20 days of care per academic year. Co-pays apply.

The UCSF community also has access to [Sittercity](#), a web resource that can be utilized to search for child and elder care without a registration fee. If UCSF's Back up care cannot accommodate your in-home request, Sittercity caregivers can be used to locate out-of-network care.

- To learn more and register for the program, and be connected with personnel who can assist you with the options available to you, please visit [this website](#).

The community is also responding with multiple offers to help with child care:

- The City and County of San Francisco opened school-aged emergency childcare services for health care and low-income workers through SF Parks & Rec and have availability. All essential UCSF employees who must work on site and don't have alternative options can utilize these centers.
  - If you are interested in emergency care while you work, visit the [information and registration link page](#). If you have trouble registering you can email [rpinfo@sfgov.org](mailto:rpinfo@sfgov.org), or,

you can call 1-628-652-2900, Monday–Friday, 8:30 a.m. to 5:30 p.m. (Reference access code: **954322**)

- Registration is on a site-by-site basis, but once attending a particular site, you may not change sites. If your chosen site is full, please choose another site. If all the sites you are interested in are full, please visit [DCYF.org](https://www.dcyf.org) for other services you may be able to access
- The Spanish immersion HolaKids pre-schools in the Bay Area opened emergency child care today with capacity for essential workers only. Anyone interested can email [admin@languageinaction.com](mailto:admin@languageinaction.com) with “Essential worker child care request” in the subject line, and mention UCSF as a community reference.

Graduate students who are interested in being a part of the child care workforce, can sign up for free at: <https://www.sittercity.com/sitter/account>. We will be providing instructions to students and other UCSF volunteers on how to designate themselves as “affiliated” with UCSF.

The UCSF community can continue to utilize [UCSF’s Child Care Referral Service](#) for assistance finding licensed child care.

## IN THE NEWS

This [Modesto Bee](#) column is written by one of our first-year medical students in the PRIME program. She talks about how she is inspired by the courage of her mother, a nurse, to continue pursuing her career despite COVID-19.

## QUESTIONS

### ***What are the locations of the Respiratory Symptom Clinics (RSCs)?***

We have three RSCs—one at Parnassus, one at Mt. Zion and one at Mission Bay. The only way for patients and employees to be seen at an RSC is to call the UCSF COVID hotline at 415.514.7328. These clinics are not taking general walk-ins.

### **How are we going to deal with “social distancing” as staff, providers and others in the ambulatory setting? How do we keep ourselves and our families safe?**

We have reduced the visit volume and staff in all of our locations to reduce the congestion and to enable social distancing as best we can. We also ask that our staff and providers monitor for symptoms and remain at home and call the COVID hotline if they are experiencing any symptoms. If you have specific concerns, please speak to your manager.

### **Why are we sharing a location with One Medical for drive-through testing?**

One Medical is a strong UCSF Health affiliate partner. Given that UCSF was intending to operationalize the Laurel Heights location, it provided us the opportunity to partner with One Medical and co-locate. They are rolling out testing sites in cities nationwide for their members. Many of our UCSF employees are also One Medical members.

**Questions? Send to: [emer.mgt@ucsf.edu](mailto:emer.mgt@ucsf.edu)**