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April 10, 2020

RE: Urgent Request Ambulatory Care Clinics Implementation of Telework

John Mazziotta
Vice Chancellor, Health Sciences & CEO, UCLA Health
UCLA Health System
BOX 957085, CHS
Los Angeles, CA 90095-7085
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Dear Vice Chancellor Mazziotta:

Teamsters 2010 is writing to alert you to a serious health and safety concern regarding the UCLA Health system ambulatory care clinics under the Family Practice Group and Department of Medicine. As you know, in order to contain and prevent the spread of COVID-19, anyone that can work from home, should. It is extremely puzzling and troubling that a leader in providing high quality health care services is putting its clinic staff and patients at great risk by unnecessarily having all clinic support staff report to work in crowded offices.

While certain departments and managers have made great strides in telework, such as LAX FPG, PBS, and the Patient Communication Center, the ambulatory care clinics under FPG and DOM have systemwide refused to allow back office staff represented by Teamsters 2010 to work from home. We believe we can best ensure adequate staffing, protect our communities and families, while providing critical support services to patients and clinic staff, by working from home during the COVID-19 crisis.

Clinics in which doctors and other staff are working from home are not allowing Patient Services Representatives and administrative staff to work from home and are not providing a rationale business need for the refusal. Teamsters 2010 have already attempted to work with labor relations and human resources on this issue with no remedy. Please provide the guidance and resources to all the ambulatory clinics under FPG and DOM to allow CX bargaining unit members that hold the working job title of PSR or the classification of AA III, and AA II to work from home when feasible. We understand that not each and every Teamsters member can work from home. However, it is very clear that the top clinic management are not providing the guidance to move as many clinic staff as possible to work from home.

We respectfully ask UCLA Health to show the compassion, care, and dedication to the back office admin staff and provide every opportunity for remote work for the duration of the COVID 19 crisis. When working from home is truly not possible, clinic office staff should maintain six feet of separation and implement other engineering controls. This is also not occurring in too

many clinics. We ask for your assistance, leadership, and involvement in getting us through the COVID-19 crisis in a more compassionate and creative way. I can be reached at takel@teamsters2010.org and 213-407-2331 should you need further information.

Sincerely,

Tanya Marie Akel

Tanya Marie Akel
Field Director

C. Alan Fogelman, MD, Executive Chair, Department of Medicine
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