

# COVID-19 Operations Update

Hello,

If we do not take drastic, coordinated measures—not just here at Ohio State, not just in central Ohio or across the state, but as a country—we run the risk of overwhelming the health care capacity of people we are able to treat at one time. We want to flatten the curve to ensure the number of people who require services is consistent with our ability to care for them.

But above all else, the most important thing we can do to protect our community is to protect our health care workers to ensure we have the clinicians and staff we need to continue caring for our patients. That is why we are taking these measures so seriously.

## March 27 COVID-19 snapshot:

*Data provided by ODH as of 2 p.m. March 27*

Confirmed cases in Ohio: 1137  
Number of Ohio counties with cases: 61  
Number hospitalized in Ohio: 276  
Number of deaths in Ohio: 19  
Number of cases in Franklin County: 152

## Clinical Care:

- [Guidelines](#) have been created for the COVID-19 clinical diagnosis and management for mild/moderate disease in outpatients.

## Health of Workforce:

- Updated guidance has been created about [faculty/staff exposures](#), including exposure to patients, employees and community members with suspected or confirmed COVID-19.
- On days you report to work, take your temperature at home. Then visit [go.osu.edu/TempCheck](https://go.osu.edu/TempCheck) to bypass the line and show your green “no symptoms” screen at the checkpoint. [View updated tips](#).
- If you have a temperature of 100° F or higher, you will be sent home and not allowed to work. [View manager tips](#).

## IHIS:

- To reduce exposure risks, clinicians and staff can communicate with patients in the hospital using Webex, which is now available on all MyChart Bedside tablets. Care team members can set up Webex video conferencing from [desktop workstations or personal devices](#) or from [another OSUWMC tablet](#).
- Facebook Messenger is now installed on all MyChart Bedside tablets to help inpatients communicate with their loved ones. When provisioning a tablet to a patient, check to make sure that a yellow arrow icon appears beside Facebook Messenger on the tablet home screen. Tapping the arrow installs the app. If a different icon appears during the provisioning process, call the Help Desk at 614-293-4357 to reset the app.

## Telemedicine:

- All physicians and APPs in all specialties can now conduct video visits using IHIS Desktop. Contact your clinic manager about the location(s) of video visit workstations in your clinic. Learn more: [video visits](#) and the [MyChart video visits tip sheet](#). Attend our [three-times-a-day WebEx Q&A sessions](#) to answer your questions and help you troubleshoot.
- New resources are available to providers conducting video visits in Haiku and Canto. The [new video visits for Haiku and Canto tip sheet](#) explains how to schedule, conduct and document video visits from Haiku and Canto. Review the [Communicate via Telemedicine With Haiku and Canto video](#). Follow the directions on the [Easy Haiku Setup flash card](#) if you want to begin using Haiku and Canto.

## Entrance Visitor/Public Screening:

- Additional non-clinical staff are needed to volunteer at public screening stations at hospital entrances. Shifts are available in three-hour increments. Volunteers will interact briefly (observing social distancing rules) with incoming visitors and will direct them to the appropriate location based on a brief set of screening questions. [Register for a shift](#). [Read more about volunteering](#).

## Work From Home:

- There are two more teleworking solutions for employees with work desktop computers: [access your work desktop computer remotely](#) or [take your work desktop computer home](#) with manager approval.

## Onsite Services:

- The Scarlet Ribbon Gift Shops in Doan Hall and at East Hospital have temporarily closed all operations, including deliveries. If you need scrubs, contact the switchboard operator to be transferred to the appropriate gift shop contact.

## Patient Communications:

- Understanding COVID-19 can be difficult for some audiences. We have created this [plain language flier](#) to illustrate the basics of the disease, symptoms and treatment for any audience.

## Buckeye Spirit:

Buckeyes show their spirit in times like this. Here are some comments posted recently to social media:

- Thank you to all of the great @OhioStateFOD, @OhioStateAP, @StudentLifeOSU, @OSUWexMed and @OSU\_EMFP essential workers helping to keep our campus running safely! You are all very much appreciated! #InThisTogetherOhio #StayHealthy. *Tina Bogac on Twitter*
- Tonight I just want to give an incredibly big shout out and THANK YOU to all the medical clinics and hospital custodial services across the world! Thank you for helping keeping us and our patients safe, clean and sanitized. #COVID19 #WeAreInThisTogether @OSUWexMed @OSUCCCC\_James. *Dr. Anita Afzali on Twitter*
- The best OSU has to offer! Great care! *Bonnie Houser on Facebook*
- Keep up the good work, OSU friends! *Allison Krail, Facebook*
- Thank you, Dr. Thomas, and all that work at OSU fighting this virus! *Kelly Schildknecht Bolt on Facebook*
- Shoutout to all the nurses out here grinding! Especially to the crew at @OSUWexMed!! Keep swinging and fighting like hell. This community has your back! *Jason Streeter on Twitter*
- In the midst of this pandemic, it has been so wonderful and heartwarming to see EVERYONE @OSUWexMed and @OhioStateMed coming together to help in every way possible. Look for the helpers. They're everywhere. *Dr. Doraiswamy on Twitter*

## Coping With COVID-19:

- See [today's coping tip](#) brought to you by the [clinical staff of the Stress, Trauma And Resilience \(STAR\) Program](#).

## How You Can Help:

- If you are eligible and healthy, please donate blood at [one of these drives](#).

These uncertain times are stressful for everyone and taking care of ourselves is more important now than ever. Be safe.

Best,  
Hal

[Visit our COVID-19 information resource.](#)