



## COVID-19 Update

**Friday, April 17, 2020**

*"Volunteering my clinical services at NYC Health + Hospitals during the COVID-19 response was a moral imperative for me. Being able to be a part of this community has been an honor. Everywhere I go, I feel a great love that we are sharing as we try to limit the damage of this virus."*

**-- Trauma surgeon from Portland, Oregon**

In this COVID-19 Update, a reminder of our **PPE policy** to keep everyone safe, introducing the new **24/7 PPE Hotline**, more about the **thousands of volunteer clinicians** being deployed across our system, and the **Docs4NYCNow!** new credential system.

### **Appropriate Use of Surgical Masks and N95 Respirators**

The safety of our staff and patients is our priority during this challenging crisis. We have the necessary PPE our brave health care workers will need this week and we will continue to leave no stone unturned to secure even more to keep everyone safe. Because of the global shortage of supplies, our health system follows CDC and NYC DOHMH guidance on the extended use and reuse of masks as conservation strategies during a time of crisis. Our commitment is to:

- Provide masks to all employees. It is important to use the correct type of mask while in specific areas of the hospital, or during certain procedures, to ensure you are protected.
- Provide N95 respirators to direct patient care providers.
- Replace N95 respirators upon request. Should you need a new N95 mask, you will receive one.
- Replace any soiled N95 respirator.
- Ensure direct patient care providers have the proper fitting for their N95 respirator.
- Provide surgical or procedure masks to all other employees who work in non-clinical areas.

To learn more about what type of mask should be worn in the various health care settings, please visit the [PPE Guidance section](#) on the COVID-19 Guidance and Resources page.

### **PPE Hotline Now Open**

To provide guidance and support on PPE, we have launched a new PPE Hotline. Staff who need help with PPE can call: **646-614-3030**. The employee hotline is available 24/7 and can help answer questions about: what PPE is right for you and how to get the PPE you need. Callers will be directed to their facility command center team for immediate assistance.

## New Credentialing Process Streamlines Recruitment for Volunteers

The new [Docs4NYCNow!](#) online portal is a one-stop credentialing system that allows volunteer doctors and advanced practice providers to sign up and get matched to their preferred NYC Health + Hospitals facility in as little as 24 hours, connect to free air fare and secure free hotel rooms for the duration of their volunteer assignment. Volunteers include critical care physicians, anesthesiologists, nurse practitioners and physician assistants, and will help the public hospitals with COVID-19 cases and demand.

[Docs4NYCNow!](#) has successfully recruited, credentialed, and onboarded 1,000 medical providers since April 1.

### In the News

- [Wall Street Journal](#) - Doctors From Across Country Are Volunteering in New York City Hospitals
- [USA Today](#) - After a coronavirus surge, New York City's hospitals holding their own
- [CBS News](#) - First Responders Offer A Special Thank You To Front-Line Workers At Elmhurst Hospital
- [Manhattan Times](#) - iPads for Patients at Jacobi Medical Center
- [Harlem World Magazine](#), [Patch](#) - East Harlem Developers Donate Meals To Metropolitan Hospital

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If you have questions, write to us at [COVID-19Readiness@nychhc.org](mailto:COVID-19Readiness@nychhc.org) - our Special Pathogens and Emergency Response colleagues will be available to help.

**Other resources:**

[Health Care Heroes page](#)

[Evidence Digest](#)

[NYC Health + Hospitals COVID-19 Guidance & Resources](#)

For the latest news on COVID-19, follow [@NYCHealthSystem](#) on social media.



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