



COVID-19 Update

Tuesday, March 24, 2020

"I just want everyone to know how incredible our nursing staff has been. They have stepped up tremendously during this very difficult time. They have banded together and have committed themselves to taking care of our patients. I've had nurses volunteer to go to the COVID-19 units and help wherever they are needed most. Our staff are our backbone and they will help our hospital, our health system and our City get through this crisis."

**-- Svetlana Lipyanskaya,
Chief Executive Officer
NYC Health + Hospitals/Coney Island**

In Today's **COVID-19 Update** we share advice on how to enroll in **Direct Deposit** to avoid having possible delays in getting your paper paycheck, how our staff are using **telephonic visits** to help prevent the spread of the virus, **how to respond to media** requests, and **news coverage** featuring our experts and facilities.

Avoid Delays in Receiving Your Paycheck. Enroll in Direct Deposit Today!

There's never been a better time to have your pay deposited directed to your preferred account. With Direct Deposit you can increase your personal readiness and preparedness by having immediate access and control of your pay. Direct Deposit is the safest and most efficient way to ensure uninterrupted pay during this time of increased preparedness. Click [here](#) to enroll in Direct Deposit today! Even if you were previously advised that you did not qualify, you can now resubmit your request.

In addition, please ensure that the mailing address ([within NYC](#) / [outside NYC](#)) and mobile number in your Employee Self Service profile is both current and valid. If you need help signing up for Direct Deposit or updating your information, contact the HRSS Call Center at (646) 458-5634.

Using Telephonic Visits to Reduce Spread of Virus

NYC Health + Hospitals is stepping up the use of technology to take care of patients remotely to reduce stress on our facilities and the spread of the virus. Nearly all Ambulatory Care visits have now been converted to telephonic visits with providers, with the exception of specific patient situations that require in person visit. Our Community Care team is also using telephonic technology to keep connected to patients who typically receive care at their home. The health system is also exploring the broader use of video visits – look for more information in a future COVID-19 Update. Televisit tip sheets for providers are available here: [Provider Frequently Asked Questions](#), [MD/NP/PA Televisit Documentation](#), [Telephone Encounter - Other Providers](#), [Provider Check In/Check Out](#), [Staff Check In/Check Out](#), [Converting Appointments](#). Please email NYC.Telehealth@nychhc.org for additional questions.

How To Manage Media Requests

As NYC Health + Hospitals continues to respond to the COVID-19 outbreak, we expect staff members to be approached by media. Employees have no responsibility to respond,

and in fact, we would strongly suggest that you refer such requests to your public affairs liaison. We prefer to talk to the media in an official, coordinated effort with the Mayor's Office and other city agencies to ensure New Yorkers are receiving the most accurate information and that messages are clear and consistent. Our goal is to be transparent about the challenges and the realities seen on the front lines, and to explain what strategies and solutions we are implementing to provide the highest quality of care to patients during this difficult time. If you are approached by media, please direct those requests to your public affairs liaison or to our health system press office at PressOffice@nychhc.org. We will coordinate directly with the reporter for a response or interview.

In the News

- **CBS News** - [Bellevue, The Storied History of America's Oldest Public Hospital](#)
 - **Wall Street Journal** - [New York Hospitals Race to Train Staff to Handle Rising Coronavirus Cases](#)
 - **Good Morning America** - [How Medical Workers And Hospitals Are Handling The Coronavirus Pandemic – Dr. Eric Wei interviewed](#)
-

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

Other resources:

[Video Message from Mitch](#) - From March 13, 2020

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

[NYC Department of Health](#)

[Centers for Disease Control](#)

[Stay Home To Stop the Spread of Coronavirus](#)

Live Your Healthiest Life. **NYC
HEALTH+
HOSPITALS**