



## COVID-19 Update

**Friday, April 10, 2020**

### **Workforce Commitments and Responsibilities Regarding Sick Leave**

Our front-line staff has been stretched and challenged and have acted heroically under very difficult circumstances. We are offering various levels of support, including child care, hotel rooms and securing thousands of additional staff to provide needed relief. However, some patient care sites hardest hit by the surge of COVID-19 cases have also identified very high rates of call outs and absences that do not appear to be consistent with patterns of COVID-19 infection. And because all members of our workforce are critically needed in our facilities, we have to address this issue so that none of our colleagues are bearing an extra burden.

As a response to this staffing emergency, we will be implementing a new process to ensure that those who are out and using sick or COVID leave are entitled to use that leave. Those who cannot document illnesses through a doctor's note or OHS authorization will be coded for leave without pay unless annual leave has been approved or special leave authorizations, like FMLA or EEO, have been obtained. Please note that a positive COVID test is not required in the first seven calendar days of absence. [Click here to learn more about this important policy.](#)

### **More than \$8 Million Raised to Support our Front Lines**

NYC Health + Hospitals has raised more than \$8.2M since it began to accept donations last month. The fundraising campaign will direct funds to purchase comfort items like meals, groceries, taxi rides and hotel rooms to support the heroic health care workers on the front line of care to New Yorkers with COVID-19.

"On behalf of our amazing, brave workforce, we would like to thank the many individuals and organizations that have donated generously in cash and valuable goods to provide comfort to our courageous employees who are working day and night to save lives," said **Dr. Eric Wei, NYC Health + Hospitals Chief Quality Officer and Emergency Medicine Specialist** who is leading the fundraising operation for the health system. "We are equally grateful to the more than 5,000 supporters who have donated to our Network for Good page – many of those are \$5 and \$10 contributions – every dollar matters to us, and we know those often come with a lot of heart and sacrifice." [Click here to view press release and list of donors.](#)

## Video Thank You Messages for our Heroic Workforce



**New Amsterdam's Tyler Labine  
Thanks Our Health Care Heroes**



**Prudential Thanks Our Health  
Care Heroes**

### Telehealth Resources

NYC Health + Hospitals has significantly amplified its use of technology to take care of patients remotely in response to COVID-19. In February 2020, H+H providers conducted just over 300 televisits across the system; in March 2020 providers conducted over 34,000 visits. Guidance and regulations related to telephone and other remote visits are changing rapidly. In an effort to provide the latest information, a [Telehealth Resources page](#) has been developed, featuring previously shared Tip Sheets for conducting Televisits, as well as Compliance and Legal Guidance, Recent Payer Regulations, and [MyChart Patient Activation Guidance](#). Please email [NYC.Telehealth@nychhc.org](mailto:NYC.Telehealth@nychhc.org) with additional questions.

### In the News

- [KQED](#) - Dr. Mitchell Katz on Battling Outbreaks from AIDS to Coronavirus
  - [1010 WINS](#) - Dr. Gore from Kings County Speaks to 1010
  - [New York Times](#) - How to Help in a Pandemic: Ask Before You Donate 1,000 Pizzas
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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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