



Coronavirus (COVID-19)

Safe to Return Employer Toolkit



Dear Business Leaders,

In response to the current Coronavirus Disease 2019 (COVID-19) situation, Ochsner Health has created a toolkit of resources for you and your colleagues. Please find Ochsner Resources available in addition to helpful tips to keep you, your families and your employees healthy and prepared.

- ✔ COVID-19 Symptoms & Triage
- ✔ Safe to Return: Virus Prevention in the Workplace
 - How to Create a Safe to Return plan for your Business
 - How to Protect Your Employees' Health
 - How to Clean Your Hands
- ✔ Virtual Options for Care
 - Virtual Care from Home or Office
 - Digital Medicine Offerings
- ✔ Testing Criteria and Sites
- ✔ Frequently Asked Questions
- ✔ Mental Health & Family
- ✔ Helpful Resources

As the COVID-19 situation continues to evolve, we encourage you to check ochsner.org/coronavirus and cdc.gov for the latest information. We've included a list of other helpful resources in the last page of this toolkit. We look forward to continuously update this Employer Toolkit as this rapidly evolving situation continues to unfold.

Thank you,
Ochsner Health

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Symptoms & Triage

Symptoms & Triage

Coronavirus	Flu	Allergies
<p>What is it?</p> <p>COVID-19, or coronavirus, presents itself as a mild to severe respiratory illness with the following symptoms:</p> <ul style="list-style-type: none"> • fever • cough • difficulty breathing <p>Additional symptoms can also include:</p> <ul style="list-style-type: none"> • shortness of breath or difficulty breathing, • chills and/or repeated shaking with chills • muscle pain • headache • sore throat and/or new loss of taste or smell. <p>Source: CDC.gov, as of 4/29/20</p>	<p>The flu is caused by one of several influenzas viruses that typically result in the following symptoms:</p> <ul style="list-style-type: none"> • fever • chills • cough • sore throat • runny, or stuffy nose • muscle or body aches • headaches • fatigue <p>The flu may also present vomiting and diarrhea, but it is more frequently seen in children than adults.</p>	<p>Allergies are usually caused by allergic sensitivity to airborne mold spores or to pollens from grass, trees and weeds. Symptoms may include:</p> <ul style="list-style-type: none"> • runny nose • itchy eyes, mouth or skin • sneezing • stuffy nose • fatigue <p>Source: American College of Allergy, Asthma and Immunology</p>
<p>How can I catch it?</p> <p>Current understanding is that COVID-19 spreads mostly from person to person through respiratory droplets when a person coughs or sneezes. Typically, people within 6 feet of someone with an illness are at highest risk. Additionally, after coughing or sneezing, these droplets may be present on doorknobs, counters, and other surfaces. Frequent cleaning of surfaces and household items can reduce this route of viral spread.</p>	<p>People with flu can spread it to others up to about 6 feet away. Most experts think that flu viruses spread mainly by droplets made when people cough, sneeze, or talk. These droplets can be easily inhaled through the nose or mouth of people who are nearby. Similar to COVID-19, these droplets may be present on doorknobs, counters, and other surfaces after a person coughs or sneezes. Frequent cleaning of surfaces and household items can reduce this route of viral spread.</p>	<p>Immediate symptoms that continue as long as exposed</p> <p>Source: American College of Allergy, Asthma and Immunology</p>
<p>How long does it take to develop symptoms?</p> <p>COVID-19 usually takes effect 2-14 days after exposure.</p>	<p>The flu virus has an abrupt onset with symptoms beginning about two days after the virus enters the body.</p>	<p>Immediate symptoms that continue as long as exposed</p> <p>Source: American College of Allergy, Asthma and Immunology</p>

You can learn more about COVID-19 at ochsner.org/coronavirus.

How to protect yourself and others from COVID-19 and the Flu

- ✔ Get your annual flu vaccine; even late in the flu season, it offers the best protection. There is no vaccine for COVID-19 at this time.
- ✔ Avoid close contact with people who are sick.
- ✔ Avoid touching your eyes, nose and mouth.
- ✔ Stay home when you are sick.
- ✔ Cover your cough or sneeze into a tissue then throw the tissue into the trash.
- ✔ Wash your hands with soap and water, frequently.
- ✔ Clean and disinfect frequently touched objects in your home and workplace.
- ✔ Wear a face mask if leave the house for an essential errand. Your mask should be worn so it securely covers the bridge of your nose to completely under your chin.



You can learn more about COVID-19 at ochsner.org/coronavirus.

How to protect yourself fom allergies

- ✔ Keep windows closed during high pollen periods.
- ✔ Use air conditioning in your home and car.
- ✔ Wash your hands after petting any animal.
- ✔ Wear glasses or sunglasses outside to protect your eyes from pollen.

Source: American College of Allergy, Asthma and Immunology

Symptoms & Triage

Ochsner's 24/7 COVID-19 Information Line (844-888-2772) is a free nurse care line that offers medical guidance on next steps a patient should take if:

- ✔ Patient is personally experiencing COVID-19 symptoms
- ✔ Patient has been in contact with someone with COVID-19
- ✔ Patient has been in an area known to have COVID-19

One solution the COVID-19 Information Line may recommend is [**Ochsner's text-based Symptom Tracker**](#). The Symptom Tracker enrolls at-risk employees in 14- or 30-day Text Program. This program was designed so your employees diagnosed with COVID-19 can receive daily touch points with an Ochsner medical professional to get them healthy and back to work quickly.



**Call Ochsner's
COVID-19 Info Line
844-888-2772**



Safe to Return:

Virus Prevention in the Workplace

Ochsner Health Approach

Now, more than ever, it's essential to provide your employees and customers with an environment in which they feel safe. That's why Ochsner Employer Solutions is offering tiered Safe to Return Plans. The Ochsner Health approach can help you protect your community and show you are committed to their health and safety, while limiting your legal liability, so you can keep your business running smoothly despite COVID-19.



LEVEL 1

- Virtual Employer Clinic powered by Ochsner Anywhere Care
- COVID-19 Information Line & Symptom Tracker
- Expedited Appointment Scheduling (Clinic & Virtual)

ACCESS TO OPTIONAL LEVEL 1 SERVICES

- On-site Temperature Checks
- On-site Health Screening
- Priority Testing with Expedited Turnaround Time
- Access to Personal Protective Equipment
- Access to Education, Signage, Resources



LEVEL 2 (Level 1 + Ongoing Support)

- COVID-19 Virtual Workplace Education
- On-site Assessment & Recommendations
- Monthly Follow-up & Re-Evaluation
- Ongoing Updates of Latest Scientific Evidence
- Ongoing Support throughout COVID-19 Crisis



LEVEL 3 (Level 2 + Customized Consulting)

This level of service best caters to large, complex business organizations with unique and varying needs that require a tailored solution.

Connect with us to create your customized plan of action:

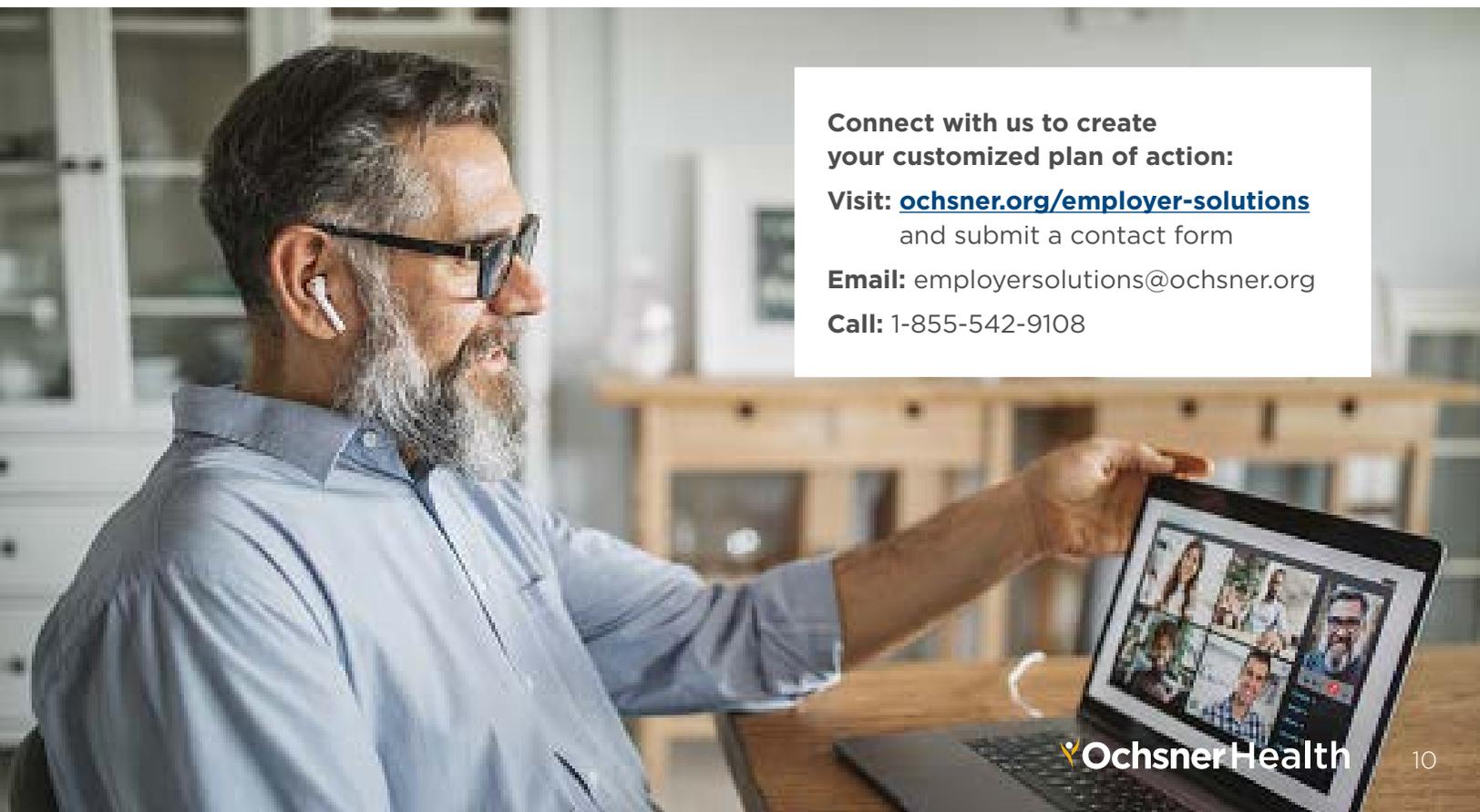
Visit: ochsner.org/employer-solutions and submit a contact form

Email: employersolutions@ochsner.org

Call: 1-855-542-9108

How to Protect Your Employees' Health

- 1 Actively encourage sick employees to stay home.
- 2 Have continued conversations with employees about their concerns.
- 3 Develop other flexible policies for scheduling and telework (if feasible) and create leave policies.
- 4 Promote etiquette for coughing and **sneezing** and **handwashing**.
- 5 Plan to implement practices to minimize face-to-face contact between employees if social distancing is recommended by your state or local health department.
- 6 Enhance cleaning protocols and frequency of cleaning efforts
- 7 Consider the need for travel and explore alternatives. Click [here](#) to read about questions to ask yourself about your future travel plans.
- 8 Provide education and training materials.
- 9 If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately.
- 10 Talk with companies that provide your business with contract or temporary employees about their plans.
- 11 Maintain proper **social distancing**.
- 12 **Disinfect objects** that are frequently used in workplace, such as doorknobs, light switches, appliance handles, phones, computers, chargers, etc.
- 13 **Wash your hands** frequently with soap and water for at least 20 seconds, especially after going to the bathroom, before eating or after you cough or sneeze. See printable “How to Clean Your Hands” infographic on next page to post throughout your workplace.
- 14 Consider limiting capacity in elevators, restrooms, break rooms, and common areas to promote social distancing.



Connect with us to create your customized plan of action:

Visit: ochsner.org/employer-solutions and submit a contact form

Email: employersolutions@ochsner.org

Call: 1-855-542-9108

How to Clean Your Hands

Clean hands are the key to staying healthy.



WET

Use warm or cold running water.



LATHER & SCRUB

Scrub for 20 seconds and get the backs of your hands, between fingers and under nails.



RINSE

Use clean water, warm or cold.



DRY

Use clean towel or air dry.

See a provider 24/7,
visit ochsner.org/virtualvisits



Virtual Options

**to Keep Your
Employees Healthy**

See a Doctor through a Virtual Visit

Ochsner offers 2 ways to see a doctor virtually.

Virtual Visit Option #1:

Ochsner Anywhere Care
Virtual Visits- see a doctor now,
no appointment needed!

Receive immediate, 24/7 access to urgent care from your smartphone, tablet or computer. Sign up today and have a visit with an Ochsner provider or medical expert from wherever you are.

1. Visit ochsner.org/virtualvisits or search the App Store or Google Play to download the "Ochsner Anywhere Care" app.
2. Download the free app and set up your username and password.
3. Now or later... have a visit anytime, 24/7, from the comfort of home or anywhere!



What conditions can be treated with Virtual Visit?



Urgent Care - On-Demand Care

Get immediate medical attention for common illnesses. For just \$10 a visit, you can conduct a virtual visit for these common needs with a physician and have your prescription delivered for free:*

- ✓ Cold/flu and cough
- ✓ Allergies and sinus issues
- ✓ Urinary tract infections
- ✓ Fevers
- ✓ Pink eye
- ✓ Sore throats
- ✓ Stomach aches
- ✓ Rashes

COVID-19 symptoms can be very similar to the flu or cold. If you develop these symptoms, you can conduct a virtual visit with a provider.

- ✓ Fever
- ✓ Cough
- ✓ Shortness of breath



Behavioral Health and Well Being – Scheduled Appointments

See a licensed therapist face-to-face from the comfort of your own home. Each 45 minute session costs \$85 - Schedule recurring virtual appointments with the provider of your choice from 6 a.m. to 10 p.m. CST, seven days a week. What can we treat?

- ✔ Addiction
- ✔ Adolescent, marriage and family, and grief and loss counseling
- ✔ Anxiety and panic attacks
- ✔ Attention deficit disorder (ADD/ADHD)
- ✔ Depression and mood disorders
- ✔ Eating disorders
- ✔ Insomnia
- ✔ Postpartum depression
- ✔ Post-traumatic stress disorder (PTSD)

For \$10, you can see a healthcare provider from the comfort of your home or office.**

For more information, visit ochsner.org/ochsner-anywhere-care.

Ochsner's Virtual Employer Clinic allows your employees to see a provider without leaving the office. To purchase an Ochsner Anywhere Care Virtual Wellness Center, visit, ochsner.org/employer-solutions or call **855-542-9108**



Virtual Visit Option #2:

Already an established Ochsner patient?
Have a MyOchsner account? See your regular
Ochsner provider through a scheduled virtual visit
on the MyChart app.

For more information, ochsner.org/my-ochsner.



Free Prescription Delivery after Virtual Visit***

Free prescription delivery now offered to your home or office within a 20-mile radius
of any Ochsner retail pharmacy. To find an Ochsner pharmacy near you, [click here](#).

Additional Digital Tools and Resources

MyOchsner®

MyOchsner is a free, easy-to-use online portal that connects each patient to their electronic medical record at Ochsner. Through MyOchsner, 700,000+ patients today communicate directly with their physician, schedule appointments, check test results, and request prescription refills with a simple click.

To enroll in MyOchsner, visit my.ochsner.org.

For technical support with your MyOchsner account, support personnel are available Monday through Friday from 9:00AM to 5PM Central Time.

1. Call: **1-877-339-2637**
2. Email: **MyOchsner@ochsner.org**



* Urgent care price decreased to \$10 per visit temporarily during the events of COVID-19 and is subject to change. If a prescription is needed for your urgent care needs, your healthcare provider can prescribe, and you can have your prescription delivered to your house or office if your location is within a 20-mile radius to one of Ochsner's 10 pharmacies. Same-day prescription delivery is available Monday through Friday, 8 a.m. to 4 p.m. and on Saturdays (New Orleans only), 8 a.m. to 7 p.m.

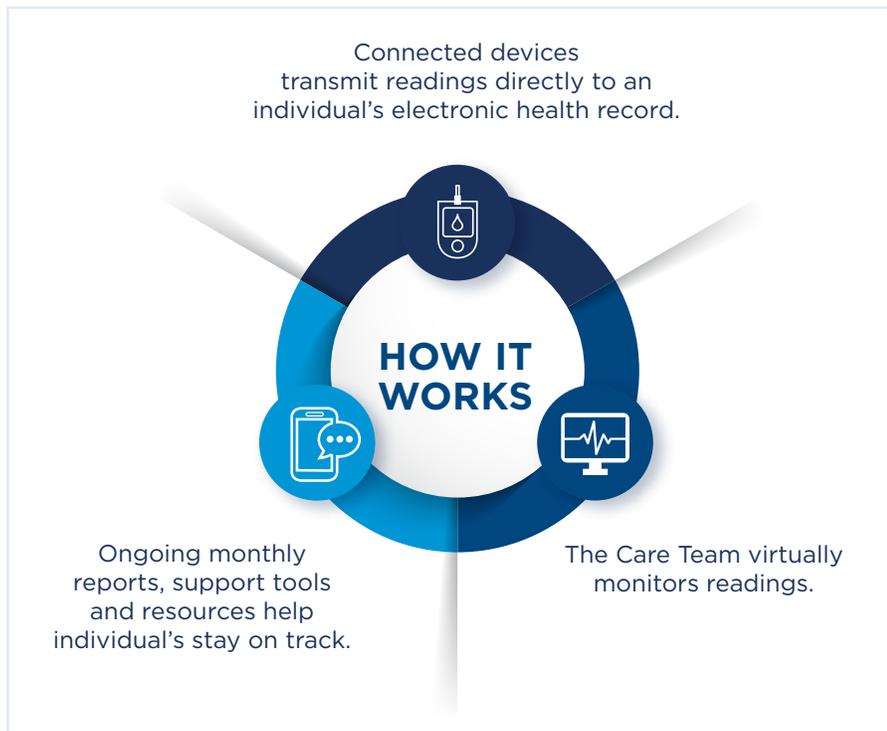
** The \$10 cost may vary by individual health plans. Reach out to your plan to learn about different cost structures with your plan.

*** Pharmacy delivery is available Monday through Friday, 8 a.m. to 4 p.m. and Saturday (New Orleans only), 8 a.m. to 7 p.m. Same-day delivery requires your location to be within 20 miles of one of the ten Ochsner pharmacies.

Through new and innovative virtual offerings, your employees can keep their health in check through several easy-to-use digital tools and resources that can be used from the convenience of their home or the workplace.

Digital Medicine Offerings

Ochsner Digital Medicine is a nationally recognized, clinically proven program revolutionizing the way chronic conditions such as hypertension and type 2 diabetes can be managed from home while staying connected to a dedicated Ochsner care team.



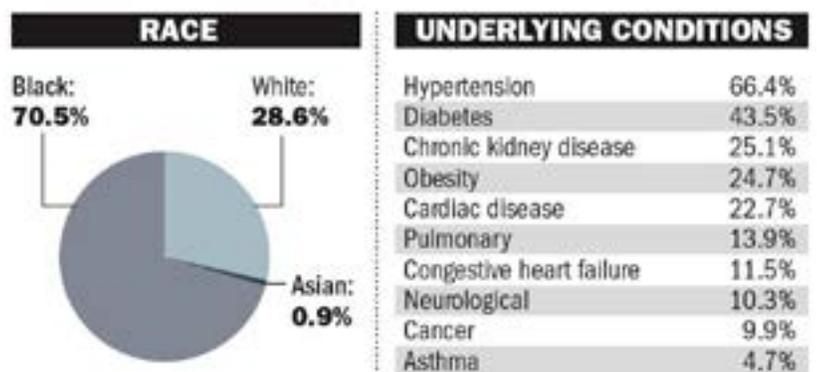
Program Benefits include:

- ✓ Proactive Medication Management
- ✓ Coordinated, Real-Time Care
- ✓ Personalized Behavior Change
- ✓ Live Tech Support
- ✓ Convenient Program Enrollment

In a April 6, 2020 [nola.com article](#), data was released showing the prevalence of pre-existing health conditions among Louisiana residents who died from COVID-19. Such underlying conditions topping the list of include hypertension (66.4%) and diabetes (43.5%). Ochsner's Digital Medicine program a proven method to assist in managing and reducing the number of hypertension and diabetes cases. To learn about these digital offerings, visit ochsner.org/digital-medicine.

New COVID-19 death statistics released

Racial breakdown and underlying conditions of Louisiana residents who died



Testing

COVID Testing: COVID-19 Test vs. Serologic Test



COVID-19 Test

- ✓ Diagnostic method that detects the presence of virus itself
- ✓ Generally a nasal or nasopharyngeal swab
- ✓ Gives a positive or negative results, based upon sample and CURRENT state



Serologic Test

- ✓ Diagnostic tests that detects antibodies in response to an infection
- ✓ Blood test
- ✓ Determines if a person's immune system has created antibodies in response to COVID-19
- ✓ Presence of the antibody indicates the individual has been infected with COVID-19

COVID-19 Test Sites

REGION	LOCATION
Bayou	Ochsner Urgent Care – Houma 5922 W. Main St., Suite A Houma, LA 70360
Baton Rouge	Ochsner Urgent Care – Baton Rouge 8303 Old Perkins Road, Suite 304 Baton Rouge, LA 70810
	Ochsner Urgent Care – Gonzales 14601 Airline Hwy, Suite 103 Gonzales, LA 70737
Westbank	Ochsner Urgent Care 1625 Baratavia Blvd., Suite A Marrero, LA 70072
Southshore	Ochsner Urgent Care – Mid-City 4100 Canal St. New Orleans, LA 70119
	Ochsner Urgent Care – Kenner 3417 Williams Blvd. Kenner, LA 70065
	Ochsner Urgent Care – Metairie 2215 Veterans Blvd. Metairie, LA 70002
	Ochsner Urgent Care – CBD One Shell Square 701 Poydras St., Suite 107 New Orleans, LA 70139
	Ochsner Urgent Care Metairie Occ Health 3530 Houma Blvd., Suite 201 Metairie, LA 70006
North Shore	Ochsner Urgent Care – Covington 1111 Greengate Dr, Suite B Covington, LA 70433
North Louisiana	Ochsner LSU Health Shreveport 1460 Woodrow St. Shreveport, LA 71103
	Ochsner LSU Health Monroe 4864 Jackson Street, Monroe, LA 71202
Hancock	Ochsner Hancock 149 Drinkwater Blvd. Bay St Louis, MS 39520
Mobile	All Other Ochsner Urgent Care Sites and Additional Mobile Capabilities

New Testing Criteria from the CDC (as of 4/8/20)

Presentation/Symptoms	Testing Recommended
Asymptomatic	No
Community Patients + Symptoms (includes all clinics, urgent care) >18 years old or <11 months	Yes
Emergency Room Patients + Symptoms (all ages)	Yes
Emergency Room Patients being ADMITTED (all ages)	Required for 100% of Admissions
Labor and Delivery	Required for 100% of Admissions
Newborn Nursery and NICU Admissions	If mother is confirmed positive or medical decision making deems it necessary
Hospitalized Patients + Symptoms	Yes
Healthcare Workers + Symptoms	Yes

Symptoms of acute viral respiratory infection (new and worsening cough, shortness of breath) or subjective fever or anosmia (sudden loss of smell and/or taste)

Frequently Asked Questions

Frequently Asked Questions

Q: Should I buy a mask to protect myself from contracting COVID-19?

A: CDC does recommend that people who are well wear a cloth facemask to protect themselves from COVID-19. A facemask should be used in public settings where social distancing measures are difficult to maintain. The cloth facemasks recommended are NOT surgical masks or N-95 respirators. These critical supplies should still be reserved for healthcare workers.

Q: For how long should a COVID-19 positive patient continue to isolate after his/her symptoms subside without medication?

A: At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications AND improvement in respiratory symptoms (e.g., cough, shortness of breath); AND at least 7 days have passed since symptoms first appeared.

Q: What do you recommend I do to screen employees coming to work in an office or manufacturing site each day?

A: At Ochsner, we are taking temperature reading of all those who enter our facilities employee /non-employee. If you have equipment to take temperature, we would recommend this as a way to track symptoms and possible entrance. If they are not available to you, we recommend education to your staff regarding identification of symptoms such as respiratory illness.

Q: What can Employer do to improve safety and health in the workplace?

- A:
- Providing resources and a work environment that promotes personal hygiene. For example, provide tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
 - Requiring regular hand washing or using of alcohol-based hand rubs. Workers should always wash hands when they are visibly soiled and after removing any PPE. Post handwashing signs in restrooms.
 - Encouraging sick workers to stay at home.
 - Minimizing contact among workers, clients, and customers by replacing face-to-face meetings with virtual communications and implementing telework if feasible.
 - Establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week.
 - Restrict the number of personnel entering isolation areas

Q: What can Employers do to educate their staff regarding COVID-19?

A: Employers are encouraged to continuously visit Ochsner Health's COVID-19 website, ochsner.org/coronavirus. This site is consistently updated with COVID-19 updates and useful health resources. The Center for Disease Control's (CDC) web site, cdc.gov, is an additional source of useful information and COVID-19 updates.

Q: As there any plans for serological testing for COVID-19 in the near future?

A: Initial work to develop a serology test is underway at CDC. In order to develop the test, CDC needs blood samples from people who had COVID-19 at least 21 days after their symptoms first started. Researchers are currently working to develop the basic parameters for the test, which will be refined as more samples become available.

Mental Health & Family

For more information or to schedule an appointment with an Ochsner behavioral health expert, call Ochsner's Department of Psychiatry at **504-842-4025**.

New patients can also schedule a Behavioral Health and Well-Being virtual visits through Ochsner Anywhere Care by visiting [ochsner.org/virtualvisits](https://www.ochsner.org/virtualvisits).

Mental Health Tips

Stay Active

- ✔ Schedule daily exercise into your “New” Day
- ✔ Even if it’s a new exercise routine – now is the right time to begin
- ✔ Exercise is a great source of stress relief, energy, and creativity

Finding a Balance

- ✔ Take breaks throughout the day
- ✔ Allowing stress to build in an uninterrupted fashion can be harmful
- ✔ Interrupting this cycle of daily stress allows for restoration of physical and mental health
- ✔ Even a few minutes to restore can pay dividends
- ✔ Take a break – You’re worth it!

Teamwork

- ✔ Being alone is not ideal
- ✔ Use technology to work with colleagues when possible
- ✔ Call your colleagues often and stay connected
- ✔ Ask colleagues for help with new or overwhelming projects

Volunteerism

- ✔ Can come in many forms
- ✔ Meet your neighbors most are outside these days (social distancing)
- ✔ Help a neighbor with a chore (ex. Cut there grass, take out garbage)
- ✔ Helping others helps brings self worth, companionship, and fellowship

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Mental Health Tips - Working from Home

Location in the Home

- ✔ Designate a space solely for work. Consider a location away from high-trafficked areas and loud noises.
- ✔ Recreate your desk area from the office by organizing your space with frequently used office supplies and colorful decor for added flare

Create a New Routine

- ✔ Set a new schedule
- ✔ Include breaks, lunch, and walking outside (social distancing)
- ✔ Avoid letting projects and deadline to slip to the weekend



Helpful Resources

Virtual Care Resources

COVID-19 Hotline available 24-hours/7 days a week **1-844-888-2772**

Mental Health - Ochsner Department of Psychiatry **504-842-4025**

MyOchsner – For Technical Support, call 1-877-339-2637

- Message Provider with questions 24/7
- Request Prescription Refills
- Prescription(s) Home Delivery
- Manage Appointments
- To set up a MyOchsner account, visit myochsner.org

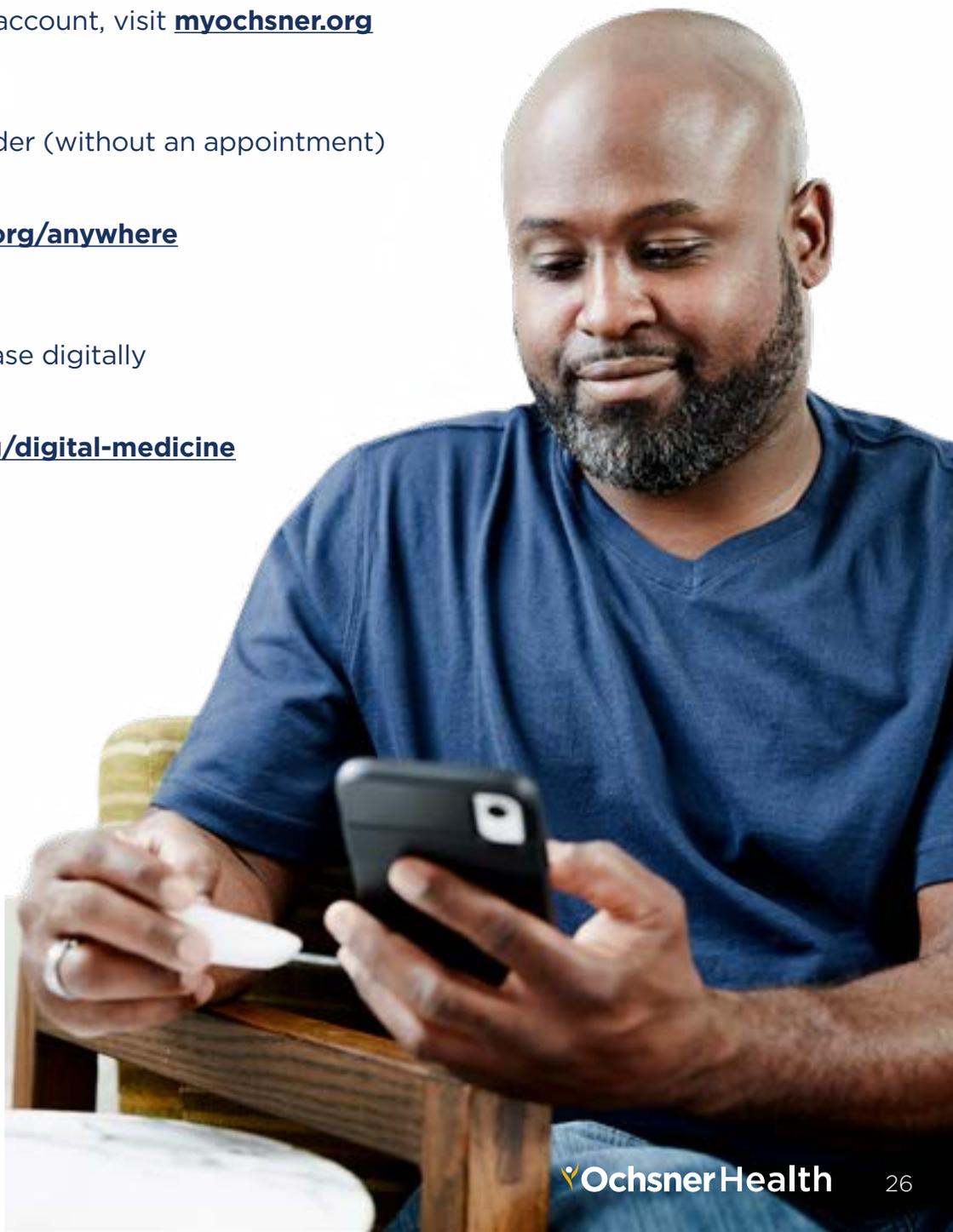
Ochsner Anywhere Care

- Virtually Access a Provider (without an appointment)
- Schedule a Video Visit
- Learn more at ochsner.org/anywhere

Digital Medicine

Manage your chronic disease digitally (Hypertension, Diabetes).

Learn more at ochsner.org/digital-medicine



COVID-19 Resource Guide

Links to more information about COVID-19 can be found on the following sites.

Ochsner Health

- Free COVID-19 Information Line **844-888-2772**
- [Ochsner Virtual Visits](#)
- [To Your Health Content Hub](#)
- [Ochsner Health Twitter](#)

Centers for Disease Control and Prevention (CDC)

- [CDC COVID-19 Alerts](#)
- [CDC Frequently Asked Questions: COVID-19 and Children](#)
- [CDC Guidelines for Schools](#)
- [CDC Handwashing Guide](#)
- [CDC Official Twitter](#)

Louisiana Department of Health

- [Louisiana Department of Health COVID-19 Information](#)
- [Louisiana Office of Public Health Twitter](#)

Mississippi Department of Health

- [Mississippi Department of Health COVID-19 Information](#)
- [Mississippi Department of Health Twitter](#)

Questions?

Call: **1-855-542-9108**

Email: **employersolutions@ochsner.org**

Visit: **ochsner.org/employer-solutions**