



Oneida Health
exceptional care... always

March 26, 2020

Dear Fellow Employee,

As we move closer to the predicted apex of cases that our Governor talks about, we are testing more individuals in our network. To date we have tested 102 individuals. 46 of those tests are awaiting results from the outside lab. We have 8 total positives, 7 of which are at home recovering. We have one inpatient positive at this time.

Please note the following updates:

1. There are mental health professionals who are offering free phone counseling. The number is 1-844-863-9314. Please share with family and friends. Our EAP program remains available for our staff use. Their number is 315-697-3947.
2. We continue to learn from other providers who are dealing with COVID-19 in a much bigger way than we are. As a result, we are updating our masking requirements to better respond to the pandemic and the need to protect our care providers. In addition, we will be developing our own video for donning and doffing of PPE. This will be made available soon. If we don't do that process properly, we are not protecting ourselves, co-workers or patients.
3. On a positive note, we have nurses who have volunteered to staff our front circle testing program. Again, this is mainly for our practices, including Quick Care. We are also providing this service to the independently operated practices in our community where these providers are on our medical staff. We have been asked to serve the Nation Clinic and Wellnow, which we have agreed to do.
4. Please practice social distancing (6 foot distance) while at work and of course, when out and about. In addition, take time throughout the day to clean high touch areas in your work area. Our Environmental Services will provide you with cleaning materials if you do not have them yet (call ext 2965). A clean work environment and frequent hand washing will make a difference in protecting all of us.
5. The Upstate Hotline which we have told people to use to get their questions answered, will no longer serve other than Onondaga County residents due to the volume of calls. Madison County Health Department is working to set up a help line and once activated, we will provide that number.
6. As you know, there are may come a time where we will be required to accept transfers from other parts of the State. This is totally dependent upon the continued growth in COVID-19 infected individuals as well as the number of them who require hospitalization. The State Health Department will control this process and I am sure would not overwhelm any one hospital. We

will need to continue to be here and have availability for those in our area who need hospital care. That is exactly why we have been required to put a surge plan in place; to help with both community and statewide surges in infected patients requiring hospitalization. Nothing on this plan yet other than being asked to prepare. I will keep you posted if this plan moves forward.

Thank you all again, very much, for being here and providing care to our community members as well as being the support for care. We are in this together and we will continue to meet this challenge. As the President said, we are learning much from going through this which will help us as we will no doubt face these types of challenges in the future.

You are special people....

Sincerely,

A handwritten signature in cursive script, appearing to read "Gene F. Morreale".

Gene F. Morreale
President and CEO