

STAYING HEALTHY AT WORK EMPLOYER GUIDE

Dear Business Leaders,

In response to the current COVID-19 environment, Memorial Hermann has created an employer guide for you and your colleagues to help navigate this “new normal” in business operations. Within the guide, please also find additional resources to help keep you, your families and your workforce safe and healthy.

- Educational resources for staying healthy at work that may be used within your workplace and shared with your employees.
- Guidelines that may be used within your workplace to help enforce important safeguards.
- Signage resources to be displayed within your workplace to remind employees and visitors of healthy habits.
- General resources to help you and your workforce navigate the current environment.

As the COVID-19 situation evolves, we encourage you to check memorialhermann.org/coronavirus and cdc.gov for the latest information.

Thank you for your commitment to keeping our communities safe and healthy.

Sincerely,
Memorial Hermann

Stay informed:

Memorial Hermann COVID-19 Resource Center

<http://www.memorialhermann.org/coronavirus/>

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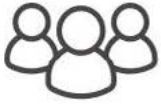
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Educational Resources for Staying Healthy at Work

The following resources may be used within your workplace and shared with your employees.



ABOUT COVID-19

**Who is at risk?**

Those who have traveled to or live in highly affected areas, or have been in contact with someone who has the disease are at risk of contracting COVID-19.

**How is it spread?**

COVID-19 is spread through close contact with an infected person, by an infected person coughing or sneezing, or by touching contaminated surfaces and then touching your mouth, nose or eyes.

**What are the symptoms?**

Symptoms of COVID-19 may include fever (over 100 degrees), sore throat, coughing, nasal congestion, shortness of breath, heart palpitations, nausea, diarrhea, loss of taste or smell, chills, repeated shaking with chills, muscle aches and headache.

**I think I have COVID-19. What do I do?**

If you think you may be infected with COVID-19, contact your healthcare provider immediately. Call ahead before seeking medical attention.

**How can I protect myself and my family?**

Simple everyday preventive measures - like washing your hands with soap and water, avoiding close contact with someone who is sick and wiping down surfaces - are the best defense against COVID-19. Taking care to stay 6 feet away from the people outside your household is another way to avoid contracting COVID-19. You can protect others, too: When you must go out in public, wear a cloth mask or surgical mask to keep droplets from escaping your mouth and nose. Even if you don't feel symptoms, you could have COVID-19 - and if you wear a mask and distance yourself from others, you could help prevent spreading it to others.

FAQs

BASIC INFORMATION ON COVID-19

Q: WHAT IS COVID-19?

A: The Coronavirus Disease 2019 (COVID-19) is a new viral illness first identified in Wuhan, Hubei Province, China in 2019. This virus was not previously known to cause human illness until the recent outbreak. It is believed that the virus was initially transmitted to humans from a wild animal. Human-to-human transmission is now the most common route of transmission.

Q: WHAT ARE THE SYMPTOMS OF COVID-19?

A: Symptoms of COVID-19 may include fever (over 100 degrees), sore throat, coughing, nasal congestion, shortness of breath, heart palpitations, nausea, diarrhea, loss of taste or smell, chills, repeated shaking with chills, muscle aches and headache. Symptoms may appear between two to 14 days after exposure to the virus.

Q: HOW DOES COVID-19 SPREAD?

A: As with any viral respiratory illness, COVID-19 can spread from person to person through small respiratory droplets, which are dispersed when a person with the virus coughs or sneezes and are then inhaled by another person. These droplets can also land on objects and surfaces around the infected person. Other people then catch the virus by touching these objects or surfaces, then touching their eyes, nose or mouth.

Q: HOW DO I PROTECT MYSELF FROM GETTING COVID-19?

A: There is currently no vaccine to prevent COVID-19. The best way to prevent the spread of germs is wearing a mask in public, and practicing proper hand hygiene and cough etiquette. Below are some other tips:

- Staying at least 6 feet away from people outside your household is a good way to protect yourself, as not all people experience symptoms.
- 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 with a tissue, then throw the tissue in the trash and perform hand hygiene immediately.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol. Always wash hands with soap and water if hands are visibly dirty.

Q: DOES WEARING A MASK REALLY HELP ME FROM CONTRACTING COVID-19?

A: The Centers for Disease Control and Prevention (CDC) does recommend that people who are well wear a facemask to protect themselves and others from COVID-19. A facemask should be used in public settings where social distancing measures are difficult to maintain.

Q: WILL TAKING TAMIFLU HELP ME PROTECT MYSELF FROM GETTING COVID-19?

A: No, Tamiflu will not protect you from COVID-19. Tamiflu is a drug to treat the flu, which is not the same illness. Researchers around the globe have been working to develop antiviral treatments for COVID-19, but for now there is no specific treatment.

Q: HOW LONG DOES COVID-19 SURVIVE ON SURFACES?

A: Researchers aren't certain exactly how long the virus that causes COVID-19 lives on surfaces. But it's important to disinfect regularly, because other coronaviruses persist for hours or even days. If you think a surface might be infected, clean it with a simple disinfectant to help kill the virus and protect yourself and others.

Q: HOW DOES COVID-19 COMPARE TO OTHER CORONAVIRUSES?

A: There are several common coronaviruses that typically cause respiratory illness, like the common cold. Symptoms of COVID-19 can range from mild infection to severe respiratory illness.

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Q: IS IT SAFE TO RECEIVE MAIL FROM ANY AREAS WITH CONFIRMED CASES OF THE CORONAVIRUS?

A: Yes. The likelihood of an infected person contaminating commercial goods is extremely low and the risk of catching the virus from a package that has been moved, traveled and exposed to different conditions and temperatures is also extremely low.

Q: WHAT DO I DO IF I THINK I HAVE COVID-19?

A: If you think you may have COVID-19 and are exhibiting symptoms, you should restrict activities outside your home. Do not go to work, school or public areas. Avoid using public transportation, ride-sharing or taxis. Should you need to seek medical care, please use telemedicine and virtual care options. Visit [memorialhermann.org/virtual-care/evisit/](https://www.memorialhermann.org/virtual-care/evisit/) for more information.

Q: FOR HOW LONG SHOULD A COVID-19 POSITIVE PATIENT CONTINUE TO ISOLATE AFTER HIS OR HER SYMPTOMS SUBSIDE WITHOUT MEDICATION?

A: A COVID-19 positive patient should continue to isolate until: at least three days (72 hours); and has seen an improvement in respiratory symptoms (e.g., cough, shortness of breath); and at least 7 days have passed since symptoms first appeared.

For more up-to-date information on the coronavirus, please visit www.cdc.gov/coronavirus

CREATING A HEALTHY WORKSPACE – AT HOME OR IN THE OFFICE

With the spread of COVID-19, employers are making key decisions about remote working and what makes the most sense to keep businesses running smoothly, while continuing to make health and safety a priority.

To further protect your workforce, we've assembled top considerations for employees who continue to go into the workplace or work from home.

If going into work, consider these factors and steps:

- **Commuting:** If you are taking public transportation to work, assess how long your commute is and how crowded the space is, as the ideal distance between you and others should be at least 6 feet. If alternative transportation is not an option, consider off-peak travel times where transportation use may be lower, and be sure to take extra safety measures. Use antibacterial wipes to clean surfaces, for example, to help create a better barrier between your health and the virus.
- **Clean desk:** Clean your desk, laptop and other office supplies that you often use with disinfectant wipes on a daily basis or when you first arrive to your office. Computer keyboards must be cleaned thoroughly. Dip a cotton swab in a mild cleaning solution and wipe the surfaces between each key. Clean off any supplies you brought from home, such as your cellphone, with disinfectant wipes.
- **New ways to greet people:** When meeting with a client or a customer, handshakes are usually the go-to greeting. However, with the spread of COVID-19, it is time to find alternative ways to address people. A simple wave hello is appropriate. Elbow taps and “foot shakes” are also emerging as common greetings.
- **Elevator safety:** Office elevators are often very compact. Try to avoid crowded elevators when possible. If you notice the elevator is getting too congested, try to keep to yourself and avoid touching others. You can also step out and take another, less crowded elevator. Additionally, avoid using your hands to tap the elevator button and use your elbow instead.
- **Handwashing technique:** The Centers for Disease Control and Prevention (CDC) recommends scrubbing your hands

for at least 20 seconds (the equivalent of singing “Happy Birthday” twice). Wash your hands as often as possible. This includes after using the restroom, before and after you eat, and after you sneeze or cough.

- **Social distancing:** Limit water-cooler chats and in-person meetings, where possible. Remember, the CDC recommends social distancing as one of the best ways to contain the spread of COVID-19. This means avoiding large groups and keeping a safe distance of at least 6 feet between you and others.

If working from home, here's what you'll need:

- **Cleaning supplies:** Just as in the office, home working spaces should be clean and organized. If you plan to work from home, stock up on cleaning wipes that kill bacteria and wipe down your workspace, as well as any supplies brought home from the office.
- **Wi-Fi:** Working from home usually requires a strong Wi-Fi connection. It is best to connect to private networks rather than public ones to avoid exposing private information. Additionally, most organizations require employees to use company-approved devices, even outside of the workplace. It's important to familiarize yourself with your organization's cybersecurity and privacy rules related to working remotely. Company IT departments should also be prepared to troubleshoot and address any questions.
- **Virtual communication:** Communicating virtually may not always be ideal, but it is an essential convenience within the circumstances of COVID-19. Services such as Zoom and Skype make it possible to collaborate outside of the office and are recommended during this time. Utilizing a company shared drive also ensures you can easily work together on an assignment even when working in different spaces.

Whether you work from home or in the office, there are always precautions you can take to make your environment as safe as possible. Regardless of your location, the most important thing is to follow CDC guidelines, and make health and safety the priority.

HOW TO PROTECT YOUR HOME FROM THE SPREAD OF COVID-19

LAUNDRY

FOR CLOTHING, TOWELS, LINENS AND OTHER ITEMS

Wear disposable gloves. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.

Wash hands with soap and water as soon as you remove the gloves.

Do not shake dirty laundry.

Launder items according to the manufacturer's instructions. Use the **warmest appropriate water setting** and dry items completely.

Dirty laundry from a sick person **can be washed with other people's items.**

Clean and **disinfect clothes hampers** according to guidance above for surfaces.

CLEAN

Clean surfaces using soap and water. Practice routine cleaning of frequently touched surfaces.

High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

DISINFECT

Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.

Recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

Diluted household bleach solutions may also be used if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted. **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. **Leave solution** on the surface for **at least 1 minute.**

To make a bleach solution, mix:

- 5 tablespoons (1/3 cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water

Alcohol solutions with at least 70 percent alcohol.

SOFT SURFACES

FOR SOFT SURFACES SUCH AS **CARPETED FLOOR, RUGS, AND DRAPES**

Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.

Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

Disinfect with an EPA-registered household disinfectant.

ELECTRONICS

FOR ELECTRONICS, SUCH AS **TABLETS, TOUCH SCREENS, KEYBOARDS AND REMOTE CONTROLS.**

Consider putting a wipeable cover on electronics.

Follow **manufacturer's instruction** for cleaning and disinfecting

- If no guidance, use alcohol-based wipes or sprays containing at least 70 percent alcohol. Dry surface thoroughly.

CLEAN HANDS OFTEN

Wash your hands often with soap and water for 20 seconds.

- Always wash immediately after removing gloves and after contact with a sick person.

Hand sanitizer: If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 60 percent alcohol. However, if hands are visibly dirty, always wash hands with soap and water.

Additional key times to clean hands include:

- After blowing one's nose, coughing, or sneezing
- After using the restroom
- Before eating or preparing food
- After contact with animals or pets
- Before and after providing routine care for another person who needs assistance (e.g. a child)

Avoid touching your eyes, nose, and mouth with unwashed hands.

Source: The Centers for Disease Control and Prevention (CDC)

https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fdisinfecting-your-home.html

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Guidelines for Staying Healthy at Work

The following guidelines may be used within your workplace to help enforce important safeguards.



CHECKLIST: KEY CONSIDERATIONS IN THE SAFE AND GRADUAL REOPENING OF ANY BUSINESS



- ❑ Monitor local and national data sources to assess new COVID-19 cases and adjust as needed.
- ❑ Refer to public health and government guidance.
- ❑ Refer to guidelines from The Centers for Disease Control and Prevention (CDC) for recommended procedure and documentation to allow resumption of duties for employees with suspected or confirmed disease cases.
- ❑ Refer to your industry-specific OSHA guidelines.
- ❑ Assess the availability of virus and antibody testing, and seek CDC recommendations on if such tests should be used to confirm employee health status.
- ❑ Determine which employees are most essential to business operations and economic recovery, and prioritize their return-to-work.
- ❑ Implement an overall screening process at your business, to include temperature checks and brief assessment of any employee symptoms or travel history, or other risk of exposure (e.g. sick family member).
- ❑ Instruct anyone who is sick to stay home (stay home policies will need to be flexible).
- ❑ Ensure that employees commuting via public transport have appropriate personal protective equipment (PPE).
- ❑ Provide appropriate PPE and access to cleaning supplies (hand sanitizer and other disinfectant products) throughout work spaces.
- ❑ Post signage demonstrating proper cleaning of work spaces and handwashing techniques.
- ❑ Reduce in-person interactions and create physical barrier partitions (e.g. sneeze guards). Encourage curbside, drive-thru or no-contact operations, if possible.
- ❑ Restrict common areas.
- ❑ Redesign workspaces to accomplish social distancing; redesign size of work teams to limit number of people working per shift; and stagger shifts and break times.

STAYING HEALTHY AT WORK: GENERAL GUIDELINES

Your employees play an important role in protecting the health of each other, your customers and the community, and should consider the following general safety guidelines.

Common Spaces: Including but not limited to hallways, elevators, waiting rooms, cafeterias and dining areas, break rooms, restrooms and stairwells.

- ☐ Stand and sit at least 6 feet apart from each other.
- ☐ Wear a facemask at all times.
- ☐ Eat meals on your own or at least 6 feet apart from others.
- ☐ Wash your hands with soap and water for 20 seconds often. Use hand sanitizer when soap and water isn't available.
- ☐ No waiting inside restrooms. Practice social distancing while washing hands.
- ☐ Avoid large groups in elevators as you want to ensure some distance between individuals.

Workspaces: Including offices, cubicles and open work spaces.

- ☐ Stand and sit at least 6 feet apart from each other.
- ☐ Wear a facemask at all times if you share a workspace with other individuals. Masks may be removed if you are in an office by yourself.
- ☐ Wash your hands with soap and water for 20 seconds often. Use hand sanitizer when soap and water aren't available.
- ☐ Wipe down frequently touched surfaces – including doorknobs, light switches, desks, phones, keyboards and countertops – with disinfectant wipes often.



Meeting Spaces (Conference Rooms)

- ☐ Encourage virtual meetings.
- ☐ If a meeting is required, stand or sit at least 6 feet apart from each other.
- ☐ Wear a facemask, even while speaking.
- ☐ After each meeting, wipe down frequently touched surfaces – including doorknobs, light switches, chairs, tables and countertops – with disinfectant wipes.
- ☐ If meals are necessary during meetings, ensure meals are individually wrapped and eaten while at least 6 feet apart from others.
- ☐ Wash your hands with soap and water for 20 seconds before entering and after exiting a meeting space. Use hand sanitizer if soap and water aren't available.

Employers interested in incorporating a health screening process for your workforce may consider using the following questionnaire. For assistance with the Health Screening Questionnaire process or to receive the original file of the questionnaire, contact employersolutions@memorialhermann.org.

M E M O R I A L H E R M A N N		
<h2>Health Screening Questionnaire</h2>		
1 Take Temperature		
Temperature \geq 100.1	No	Yes
2 Do you have any of the following symptoms:		
Recent/new onset coughing (not related to allergy or COPD)	No	Yes
Nasal congestion (not related to allergies or sinus infections)	No	Yes
Recent/new onset sore throat	No	Yes
Recent/new onset shortness of breath (not related to chronic disease)	No	Yes
Recent/new onset diarrhea	No	Yes
Chills	No	Yes
Repeated shaking with chills	No	Yes
Muscle pain	No	Yes
Headache	No	Yes
New loss of taste or smell	No	Yes
3 COVID-19 Exposure		
Are you living with someone that is quarantined or furloughed?	No	Yes
Have you been in contact with an individual positive for COVID-19?	No	Yes
Do you have a history of testing positive in the last 14 days or are you currently positive for COVID-19?	No	Yes
<h2>Cuestionario de Evaluación de Salud</h2>		
1 Tome temperatura		
Temperatura \geq 100.1	No	Si
2 ¿Tiene alguno de los siguientes síntomas?		
Tos de inicio reciente/nuevo (no relacionada con alergia o EPOC)	No	Si
Congestión nasal (no relacionada con alergias o infecciones nasales)	No	Si
Reciente/nuevo inicio de dolor de garganta	No	Si
Reciente/nuevo inicio falta de aire (no relacionada con enfermedades crónicas)	No	Si
Reciente/nuevo inicio diarrea	No	Si
Escalofríos	No	Si
Sacudidas repetidas con escalofríos	No	Si
Dolor muscular	No	Si
Dolor de cabeza	No	Si
Pérdida reciente de sabor u olfato	No	Si
3 Contacto con COVID-19		
¿Vives con alguien en cuarentena o en casa de bajo de trabajo?	No	Si
¿Has estado en contacto con un individuo positivo para COVID-19?	No	Si
¿Tiene antecedentes de resultados positivos en los últimos 14 días o actualmente es positivo para COVID-19?	No	Si
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FAQs

HOW TO MANAGE A WORKPLACE EXPOSURE

How will I know if an employee has tested positive?

Medical information is considered private and confidential and employees, even in the midst of a pandemic, may choose not to share details of their medical conditions. Some employees will share their COVID-19 status directly with their leadership or may notify human resources. In some cases, the Health Department may reach out to you directly if they believe there is a potential cluster of positive cases within your workplace. To ensure the health and safety of your workforce, business are encouraged to establish health and safety policies that require employees to stay home if sick. Adopting flexible leave/attendance policies and establishing regular communication about a safe and healthy work environment will help encourage this practice.

What do I do if there has been an exposure at work?

If you have a medical director or Occupational Health Department, they can help you navigate next steps. The local Health Department can also assist in a case review and tracer if they are concerned an exposure has occurred. As part of the case review the following questions would be asked: *When did they last work? When did their symptoms begin? Did they wear any PPE (personal protective equipment) while at work? What possible close contact could have occurred?* Depending on the situation, staff can be asked to quarantine for 14 days, or they may be allowed to work if asymptomatic, while wearing a mask and self-monitoring during the incubation period. It is important to establish a well-defined return-to-work policy, communicate it to employees, and apply it consistently. There are differences in the approach given the levels of the epidemic, organizational characteristics, business needs and status as an essential workforce.

Can I share an employee's positive COVID-19 test result with the employee's coworkers?

While you should not disclose to coworkers the identity of an employee who has tested positive for COVID-19, you are permitted to share general information about a potential workplace exposure (i.e. that a coworker has tested positive).

How do I message a potential workplace exposure?

While protecting your staff member's privacy, you may share with other staff that someone in the workplace has tested positive for COVID-19. Provide guidance on symptom monitoring and next steps if staff become symptomatic. CDC recommends that employees self-monitor and check their temperature twice daily. If they have any concerns or questions, they should call occupational health or a designated representative. Keep to the facts, provide reassurance, and remind staff of preventive behaviors. Cleaning commonly used surfaces frequently and thoroughly throughout the workday is imperative. The following guidance is also important: washing your hands and avoiding touching your face, as well as wearing masks and practicing safe social distancing.

What does the Occupational Safety and Health Administration (OSHA) say about COVID-19?

OSHA has issued numerous guidance documents regarding COVID-19 to assist employers in addressing workplace safety issues resulting from COVID-19 (<http://www.osha.gov>). In addition to reviewing OSHA's general workplace standards, it's important to refer to your industry's specific OSHA guidelines. In general, COVID-19 can be a recordable illness if a worker is infected as a result of performing their work-related duties. However, employers are only responsible for recording cases of COVID-19 if all of the following are true:

- The case is a confirmed case of COVID-19 (see [CDC information](#) on persons under investigation and presumptive positive and laboratory-confirmed cases of COVID-19);
- The case is work-related (as defined by [29 CFR 1904.5](#)); and
- The case involves one or more of the general recording criteria set forth in [29 CFR 1904.7](#) (e.g., medical treatment beyond first aid, days away from work)

For additional information or guidance on navigating a workplace exposure, email

employersolutions@memorialhermann.org.

ONSITE MEETING GUIDELINES



- ❑ Encourage virtual meetings.
- ❑ If a meeting is required, stand or sit at least 6 feet apart from each other.
- ❑ Wear a facemask, even while speaking.
- ❑ After each meeting, wipe down frequently touched surfaces – including doorknobs, light switches, chairs, tables and countertops – with disinfectant wipes.
- ❑ If meals are necessary during meetings, ensure meals are individually wrapped and eaten while at least 6 feet apart from others.
- ❑ Place readily visible signage in meeting rooms to remind everyone of best hygiene practices.
- ❑ Wash your hands with soap and water for 20 seconds before entering and after exiting a meeting space. Use hand sanitizer if soap and water aren't available.
- ❑ Do not attend in-person meetings when feeling unwell.
- ❑ Stay home when sick.

Signage Resources for Staying Healthy at Work



The following signs may be displayed within your workplace to remind employees and visitors of healthy habits. To receive the original files of any sign included in this guide, contact employersolutions@memorialhermann.org.

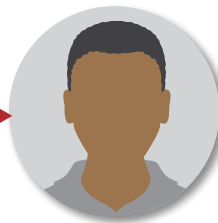
M E M O R I A L H E R M A N N

IT'S SIMPLE:

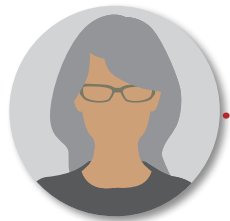
MASKS HELP STOP THE SPREAD OF COVID-19



COVID-19 Carrier



Very High Risk of Illness



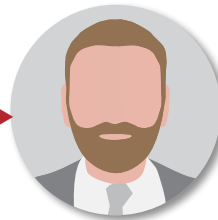
COVID-19 Carrier



High Risk of Illness



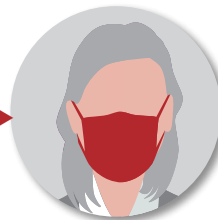
COVID-19 Carrier



Lower Risk of Illness



COVID-19 Carrier



Minimal Risk of Illness

MASKS ONLY WORK IF EVERYONE WEARS THEM!

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SAFE WAIT™

Protect Yourself and Others



Stand or sit 6 feet apart



Wear a mask



Wash your hands



Wipe down your workspace



**Eat on your own or at least
6 feet apart from others**



Stay home when sick

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Ways to Protect Yourself and Others



Wash your hands often

- Use soap and water for at least 20 seconds (sing 2 verses of Happy Birthday).
- Or use a hand sanitizer that contains at least 60 percent alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands after blowing your nose, coughing or sneezing.



Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
- Throw used tissues in the trash and wash your hands.



Keep a safe distance from others

- Avoid close contact with people who are sick.
- Put 6 feet between yourself and other people.
- Protect people at higher risk: Older adults and people with underlying health conditions.

To learn more, visit [memorialhermann.org/coronavirus](https://www.memorialhermann.org/coronavirus) or [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Source:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

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M E M O R I A L H E R M A N N

STAY APART AND STAY WELL

COVID-19 Room Safety Guidelines

Max # of people allowed in this room:

Staying healthy is everyone's job.

PLEASE DO YOUR PART:

**Practice social distancing and wipe down/clean
table, chair rails, phone, light switch
and door handles with
a disinfectant wipe after each use.**

Thank You!

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Thank you for practicing
social distancing



Please keep at least 6 feet apart

4413654

Helpful Resources









The following general resources may be shared with your employees to help navigate the current environment.



STAY CONNECTED TO YOUR HEALTH INFORMATION WITH EVERYDAY WELL

Everyday Well delivers secure access to your health care anytime and anywhere. Easily access Everyday Well on your computer, tablet and smartphone with the Everyday Well app or by visiting EverydayWell.com.

Everyday Well lets you:

-  Find affiliated physicians and locations
-  Schedule appointments or check in online
-  Virtually connect with a healthcare provider using 24/7 Virtual Urgent Care or Virtual Office Visit.
-  Print ID Cards, check your Deductible Tracker and view claims
-  See a summary of your medical record
-  View your lab and imaging results
-  Send and receive secure messages with your healthcare team
-  Access online bill pay and much more

How can I join Everyday Well?

It's easy to get started. All you have to do is provide your email address at the time of your visit. After your discharge from the hospital or after your office visit, a secure email invitation will be sent to your email address. Click on "Accept Invitation" in the email and follow the steps to create your Everyday Well account. You can also call 713.222.CARE (2273) to request an email invitation and then follow the same steps.

How do I log in to the Everyday Well site?

Download the Everyday Well app or visit EverydayWell.com. Click on "Secure Login" and enter the email address and password associated with your account.

How do I gain proxy access to view a family member's health record through Everyday Well?

You can give proxy access to your children, parents or other designated individuals to allow them to view your healthcare information within their Everyday Well account. To establish a proxy for your Everyday Well account, you will need your proxy's email address, full legal name, date of birth and zip code.

A proxy may only be added in person at time of visit. To

revoke a proxy's access, call 713.222.CARE (2273).

Proxy access cannot be provided to parents of children between the ages of 13 and 17. If a proxy relationship was established for a minor, the parent will no longer be able to see their child's health information in their Everyday Well account when the child is between the ages 13 and 17. When the minor turns 18, all previous proxy relationships will be cut off as he or she is considered an adult and can give access by completing the proxy access process.

How do I access my information inside Everyday Well?

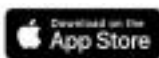
If you created your Everyday Well account directly from the email invitation sent by your provider's office or at hospital discharge, your medical information will display under the Health Information tab on the left side of the page.

If you created an Everyday Well account by visiting EverydayWell.com, you will need to link your medical record number (MRN) to view your health information and your Subscriber ID number to view your health plan information. Your MRN can be found on any account invoice received from your provider. Inside your Everyday Well account, locate your Profile Overview at the top right corner of the page. Select Sign In & Security from the Profile Overview menu options. Once you have landed on the Sign In & Security page, click CONNECT next to the Memorial Hermann Medical Record and enter your information. Follow these same steps on the Sign In & Security page, click CONNECT next to the Memorial Hermann Health Plan and enter your information. Complete the linking process by answering the identity verification questions. Once the process is successfully completed, your medical information will display under the Health Information tab and your health plan information will display under the Insurance tab.

Who do I call for help with Everyday Well?

Call patient support at 713.222.CARE (2273).

To get answers to Frequently Asked Questions, visit EverydayWell.com.



Learn more at EverydayWell.com or download the app today.

MEMORIAL
HERMANN

24/7 VIRTUAL URGENT CARE

Memorial Hermann 24/7 Virtual Urgent Care provides two easy ways to connect online with a Memorial Hermann health care provider.

eVisit

eVisit is an online questionnaire that you can complete 24/7. Answer questions about your current symptoms and even upload photos to get a diagnosis and treatment plan, within 30 minutes.

eVisit Video

eVisit Video is a 24/7 on-demand, face-to-face video option to speak with a provider for a diagnosis and treatment plan, within 30 minutes.

24/7 Treatment for:

- Allergies
- Cold and flu
- Constipation and diarrhea
- Ear pain
- Minor burn
- Pink eye
- Rash
- Reflux
- Sinus infection
- Skin infection
- Urinary tract infection
- And more



1

Log into your Everyday Well account at EverydayWell.com or sign up at EverydayWell.com/SignUp.



2

Answer questions online about your symptoms or connect via video with a healthcare provider.



3

Receive a diagnosis or next steps within 30 minutes.

Questions? Find answers at <http://www.memorialhermann.org/virtual-care/frequently-asked-questions/>

EMERGENCY?

eVisit and eVisit Video do not treat emergent or life-threatening issues, chronic illness or provide medication refills. If you have symptoms of heart attack or stroke, or feel that you need immediate attention, call 911 or go to the nearest emergency room immediately.

FACT SHEET: COVID-19 TESTING



PCR NASAL SWAB TEST

The polymerase chain reaction, or PCR, nasal swab test is designed to detect the virus that causes COVID-19 in respiratory specimens.

What are the known and potential risks and benefits of the test?

Potential risks include:

- Possible discomfort or other complications that can happen during sample collection.
- Possible incorrect test result.

Potential benefits include:

- The results, along with other information, will help make informed recommendations about your care.
- The results of this test may help limit the spread of COVID-19 to your family, colleagues, patients and others in your community.

What does it mean if I have a positive test result?

If you have a positive test result, you may have COVID-19. Individuals who test positive should immediately self-quarantine and contact their health provider for guidance.

For more information on the PCR nasal swab test, visit
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/Factsheet-for-Patients-2019-nCoV.pdf>



BLOOD ANTIBODY TEST

The blood antibody (or serology) test is designed to identify whether you have been infected with COVID-19 in the past by searching for blood proteins called antibodies, which the body produces days or weeks after fighting an infection. Antibody test results are important in detecting infections with few or no symptoms. The blood test will not detect whether or not you are currently infected with the virus.

What are the known and potential risks and benefits of the test?

Potential risks include:

- Possible discomfort and bruising at injection site

Potential benefits include:

- The results, along with other clinical data, can help identify individuals who have overcome COVID-19 in the past and have developed an immune response.
- The test can also help determine who may donate convalescent plasma, which may serve as a possible treatment for individuals seriously ill from the virus.

What does it mean if I have a positive test result?

If antibodies are present, that indicates that you have been exposed to COVID-19 and developed antibodies against it, which may mean you have at least some immunity to the virus. While we do not yet know if individuals with antibodies are protected from reinfection or how long immunity may last, antibody testing will help track the spread of the virus nationwide and help shape our response to COVID-19 going forward.

For more information on serology tests, visit
<https://www.fda.gov/news-events/press-announcements/coronavirus-covid-19-update-serological-test-validation-and-education-efforts>

MEMORIAL HERMANN URGENT CARE SITES FOR COVID-19 TESTING

Note: A physician's order is required for COVID-19 testing

Memorial Hermann Urgent Care offers convenient access to quality medical care for illnesses and minor injuries. Staffed by board certified physicians, all Urgent Care locations are open 7 days a week. Online check-in allows patients to get in line ahead of their arrival: www.memorialhermann.org/urgentcare.

Memorial Hermann Urgent Care – Fulshear

5102 FM 1463 #1200
Katy, TX 77494
281-574-1104
7 a.m. to 7 p.m.

Memorial Hermann Urgent Care – Telfair

1227 Museum Square Dr.
Sugar Land, TX 77479
281-265-8125
9 a.m. to 9 p.m.

Memorial Hermann Urgent Care – Town & Country

12740 Memorial Dr. Suite 100
Houston, TX 77024
832-658-3110
9 a.m. to 9 p.m.

Memorial Hermann Urgent Care – West University

3501 W. Holcombe Blvd.
Houston, TX 77008
713-426-9650
7 a.m. to 7 p.m.

Memorial Hermann Urgent Care – Greater Heights

300 North Loop Suite 100
Houston, TX 77008
713-426-9650
7 a.m. to 7 p.m.

Memorial Hermann Urgent Care – Washington

4500 Washington Ave. Suite 100
Houston, TX 77007
713-861-6490
9 a.m. to 9 p.m.

Memorial Hermann Urgent Care – Spring

19711 Stuebner Airline Rd. Ste. 1
Spring, TX 77379
832-658-5450
7 a.m. to 7 p.m.

Memorial Hermann Urgent Care – Bender's Landing

4057 Riley Fuzzel Rd. #1100B
Spring, TX 77386
281-602-0450
9 a.m. to 9 p.m.

Memorial Hermann Urgent Care – Clear Lake

19419 Gulf Fwy. Suite 3
Webster, TX 77598
281-316-0885
9 a.m. to 9 p.m.

Memorial Hermann Urgent Care – Friendswood

1505 Winding Way Dr.
Friendswood, TX 77546
281-993-3860
9 a.m. to 9 p.m.

STAYING CALM UNDER STRESS



When you find yourself anxious or overwhelmed, what can you do? Here are a few tips for staying calm in stressful situations.

Breathe. Take a few slow, deep breaths. Focus on your breathing, not on the issue causing the stress. Some find it helpful to breathe in to a count of three, hold your breath for a count of three, then exhale slowly to a count of three. As you breathe, relax the muscles in your face, jaw, shoulders and stomach.

Count to 10. In the time it takes you to do so, you may be able to look at your situation with a fresh pair of eyes.

Take a walk. If possible, remove yourself from the stressful situation by stepping out for a walk. Try to focus on your environment rather than the stressor. Sometimes, just a few minutes will help put the situation into perspective.

Try a 3-Minute Meditation. Find a quiet place. Position yourself comfortably and close your eyes. Take a few slow, deep breaths. Notice how your body feels. Allow your thoughts to drift in and out of your consciousness. Continue to breathe slowly and deeply. Then slowly open your eyes.

Practice gratitude. Find something positive, something for which you can be thankful. Every dark cloud has a silver lining. Look for it.

Eat well. Good nutrition is an important stress management tool. Manage blood sugar levels by eating a nutritious (ideally high-protein, low-sugar) breakfast and snacking on healthy foods throughout the day.

Get moving. Exercise is a great stress buster. It releases endorphins that act as natural painkillers and improve your ability to sleep, reducing stress.

Let it go. Ask yourself if the thing causing the stress is really worth it. Considering it in a broader context might take some of the bite out of it.

Get help. If you are having trouble managing stress, seek out a local stress-relief class, or seek the help of a therapist.

For more health and wellness information, visit <https://www.memorialhermann.org/everydaywell/>

ADDITIONAL COVID-19 GENERAL RESOURCES

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

Memorial Hermann

- [COVID-19 Resource Center](#)
- [Virtual Care Options](#)
- [Everyday Well Patient Portal](#)
- [Everyday Well Health Blog](#)
- [Employer Solutions](#)

Centers for Disease Control and Prevention (CDC)

- [Resources for Businesses and Workplaces](#)
- [Latest News and Announcements](#)
- [How to Protect Yourself and Others](#)

Texas Department of Health and Human Services

- [Information for the Public](#)
- [Information for Employers](#)

Harris County Public Health Department

- [COVID-19 Testing Assessment](#)
- [Latest Facts and Resources](#)

Greater Houston Partnership

- [Houston Work Safe Program](#)

Questions?

Email: employersolutions@memorialhermann.org

Visit: [memorialhermann.org/employer-solutions](https://www.memorialhermann.org/employer-solutions)



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