



UCSF Health COVID-19

January 8, 2021

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TOWN HALLS

Please plan to attend today's UCSF Town Hall from 4-5 p.m. which is focused on our COVID-19 vaccine rollout, testing updates and the new COVID-19 variant. You can find information [here](#).

COVID-19 UPDATES

VISITOR RESTRICTIONS

In response to the increase of COVID-19 cases in the City and County of San Francisco, UCSF Health is restricting visitors from our facilities beginning today at 8 P.M. Consistent with other Bay Area hospitals, this means we cannot allow general visitation. There continue to be exceptions for necessary visitors.

For visitors who have traveled from afar, visitor waiting areas are available at Parnassus Milberry Union City Lights room and at Mount Zion 1701 Divisadero, conference room 110, 2356 Sutter, Ida's Café and 1545 Divisadero, conference room 103.

You can send escalations and/or exceptions [via request form](#) to the Visitor Escalation Committee.

Changes include:

- General visitation ends today at 8 p.m.
- Visitors for end-of-life patients will be reduced to 4 total people.
- BCH Perioperative at Mission Bay has decreased the number of visitors to 1 per patient.
- BCH will keep 2 caregivers on the general visitor list with the ability to swap out 2 x/day. *This list does not change.* Change of caregiver now takes place in the lobby and not the patient room.
- BCH is limiting visitors for end-of-life patients to six total visitors, four at the bedside at one time.
- Minor (age>5) visitation privileges for select patients in the birth center and BCH are on hold until further communication.
- Adult Perioperative: Mission Bay/Parnassus/Mt Zion have no visitors in Surgical Waiting Area (SWA)/Preop/PACU, including device representatives. Adult patients may be escorted to the SWA or other outpatient procedural areas but must leave and wait off site once the patient has been checked in.
- Planned Surgeries:
 - Outpatient Surgical Coordinators communicate updated visitor policy to patient/family
 - At the request of their primary surgeon, patients with significant concerns about continuing with planned surgery can be escalated [via request form](#) to Visitor Exception Committee for review. Every effort will be made to approve exceptions within the same business day.
 - The committee has existing policies regarding granting visitors to ensure patient's clinical needs are met, including acceptance of surgery

- Granted requests will be communicated back to surgical coordinators and an exception list will be maintained with screeners at each site.
- Patients who meet criteria for necessary visitation e.g. cognitive or physical limitations requiring escorts to SWA, can also use this process.
- Emergent Surgeries: With the scheduling of an “Immediate” or “Within 6 hour” emergent surgery, Patient Care Director for that Unit or the House Supervisor can approve a 24-hour visitor for the patient at which time visitation will be reassessed by the inpatient unit and/or VEC.

The full visitor policy can be viewed [here](#).

A quick guide for adult settings can be found at [Adult ED and Inpatient Visitor Quick Guide](#).

PATIENT RESOURCES: SPIRITUAL CARE

We know this can be an extremely challenging time for our patients. UCSF Spiritual Care Services is available 24/7 onsite at Mission Bay and Parnassus, and available remotely for Mount Zion, to provide compassionate companionship and inclusive emotional, existential, and spiritual support to patients, loved ones, and staff.

24/7 Contacts for Spiritual Care:

- Mount Zion/Parnassus – 628-248-9664 (Voalte, Chaplain On-Call Parn)
- Mission Bay/Other Locations – 415-476-9720 (Voalte, Chaplain On-Call MB)

PATIENT RESOURCES: INPATIENT VIDEO NAVIGATOR PROGRAM

Patients and families may need extra assistance with technology, particularly when they are ill or concerned about their loved ones. iPads have been deployed to make video calls between patients and their loved ones through Zoom using the Virtual Visitor Experience.

The Inpatient Video Navigator (IVN) is a UCSF staff member or qualified volunteer who will provide direct assistance in setting up the Zoom conference calls for patients and their friends/family members. Please contact the IVN whenever a patient requires a Zoom call. You can learn more about how to contact the IVN through APeX in this tipsheet: [Inpatient Video Navigators \(PDF\)](#)

EXPANDED EMPLOYEE TESTING AFTER TRAVEL

UCSF is expanding mandatory testing for on-site workers returning to UCSF after travel. Effective immediately, UCSF, UCSF Health and Benioff Children’s Hospital Oakland employees and learners resuming on-site work after return from travel outside the nine-county Bay Area or four-county Fresno area will **be required to complete three – rather than two – COVID-19 tests.**

- The first must be completed **on or before the day you return** to on-site work at UCSF.
- The second must be completed on **day three to four** after your first test.
- The third must be completed **day seven to nine** after your first test.

You may continue to work on-site while you wait for your test results. To simplify the process, you will be able to pick up all three test kits at once if you will be working on-site during the 10 days after returning from travel. You can find locations to pick up test kits [here](#).

The additional testing does not change current home quarantine (10-day quarantine for domestic travel and 14 for international when not at work – although for international travel quarantine you may work if cleared by OHS) and approval requirements for domestic travel or international travel. Please remember that even with these expanded surveillance measures in place, UCSF continues to strongly recommend against all non-essential personal travel. Read more about our travel guidance [here](#) and our testing policies [here](#).

IMPLICATIONS OF NEW CDPH PUBLIC HEALTH ORDER

On Tuesday, the California Department of Public Health (CDPH) issued a public health order triggered by the surge of patients with COVID-19. It aims to ensure that patients continue to receive appropriate medical services by better distributing available resources across the state to prevent overwhelming specific hospitals, counties and regions.

The order impacts regions under the Regional Stay at Home Order with no ICU availability and the CDPH calculation of ICU availability for that county is 10% or less and focuses on two main areas.

Delay elective surgeries:

- **No immediate impact to UCSF Health.** The Bay Area region ICU capacity is 5.9% and the San Francisco county ICU capacity is greater than 10%.

Inter-hospital Transfers:

- When capable and transfers are clinically appropriate, all hospitals in California must accept patients from hospitals in crisis care. We will work with the appropriate authorities, including the San Francisco Department of Public Health, to ensure there is balanced distribution of patients across Bay Area hospitals.

You can read more [here](#).

FREQUENTLY ASKED QUESTIONS

When will our patients know when they can get the vaccine?

There still are several unknowns that will affect how quickly we will be able to provide vaccines to all of our patients, including vaccine supply availability. This is likely to become clearer later this month. If you receive inquiries from patients, please inform them that they will be contacted to schedule an appointment for their vaccine when they meet the criteria for the current group being vaccinated.

How are we informing patients about the change in visitor policies?

There is a full communication plan in place including letters on trays to inpatients. The letters have been sent to leaders in nursing for distribution. Additionally, letters and scripting have been sent to surgery schedulers, the website includes this [update](#), and overhead announcements have started. Senior leader rounding at Mount Zion, Mission Bay and Parnassus began to each patient room to reaffirm the no visitor policy and answer questions from patients and visitors. Social work and case management have been collecting information on visitors who will need assistance with lodging or transportation. Translated inpatient letters have been shared with nursing leaders and that signage at ambulatory entrances will be in place next week

FREQUENTLY USED LINKS

View COVID-19 data dashboards: UCSF Health [COVID-19 Enterprise Dashboard](#) ; Hopkins [COVID-19 Dashboard](#) (for World, USA and CA #s); SF Chronicle [COVID-19 Dashboard](#) (CA, County and SF#s)

Occupational Health Services: Continue to work/return to work [detailed staff guidelines](#) and [simple sheet](#); COVID-19 Hotline 415.514.7328; [COVID+ Employees FAQs](#)

[UCSF Health COVID19 Infection Prevention Website](#)

<https://coronavirus.ucsf.edu/>

[COVID PPE Guidance](#)

[UCSF Town Halls](#)

[Infectious Disease Digests](#)

[Dept of Medicine COVID Grand Rounds](#)

[Emotional Health and Well-Being](#)

[BCH SF Clinical Digests](#)

For questions related to this newsletter, please email COVID19UCSFHealth@ucsf.edu
