

# Duke Health Clinical Operations Updates

Monday, January 11, 2021

Please share this information at your Tier 3, 2 and 1 huddles.

## KNOW

### *What your team members need to know*

- Last week, we began administering vaccines to patients in Group 1 of Phase 1B of the state's [distribution plan](#). We also opened our first clinic for patient and community COVID-19 vaccination in the Karsh Alumni Center last week. Today, we will open another patient and community COVID-19 vaccination clinic at the Duke Raleigh Hospital Medical Office Building 9. We are working to safely and rapidly ramp up our operations with a goal of increasing our capacity to match the increased supply of vaccine which the state has committed to us for this coming week.
- A new [guide](#) is available for managers with a breakdown of our COVID-19 processes and policies.
- We are currently exploring our practices around the distribution of PAPRs for clinical teams. We will keep you informed about this work and any new practices going forward. As a reminder, please continue to return your N95s at the end of each shift so they can be decontaminated for re-use.
- In response to the rapid increase of NC's key COVID-19 metrics, Gov. Roy Cooper announced last week that he would extend the state's current modified stay-at-home [order](#) through Jan. 29.

## SHARE

### *What to share with your team*

- These [talking points](#) have been updated with more information to address our process for notifying patients that they are eligible to receive a COVID-19 vaccine. Use these talking points when communicating with patients and community members about the vaccine.
- Last week, Duke Health started notifying all patients age 75 and older that they are now eligible to receive the COVID-19 vaccine. This is the email [message](#) being sent to all eligible patients who are registered on MyChart.
- To provide consistent messages regarding COVID-19 vaccine distribution for patients, a new dot phrase, [.COVIDVACCINEINFOFORPTS](#), has been created.
- This week, we launched our #OneMoreWay campaign, and we are starting to share short videos that feature our infectious disease experts addressing common myths. The first [video](#) of the series is available, and it addresses some myths about the vaccine and pregnancy.
- Working with patients who have COVID-19 *does not* pose the highest risk for team members as long as they follow the proper precautions (masking, appropriate PPE use, etc.).
- Experiencing some [side effects](#) after getting a COVID-19 vaccine is common and is a normal sign that your immune system is building protection. Some people report having more intense side effects after their second dose of vaccine. Please keep this in mind and aim to schedule your second dose when you will be off of work for 1-2 days.

## DO

### *What your team members should do*

- If you receive the COVID-19 vaccination, keep your vaccination card and bring it with you for your second appointment. If you have a mobile device with a camera, take a picture of your card.
- Register to attend our next Community Connections [event](#) tomorrow at 4:30 p.m. Share this event with your family and friends so they can connect with Duke Health experts to learn about the safety and efficacy of COVID-19 vaccines, vaccine distribution plan and steps to keep the community safe.
- Join us for our next nursing virtual town hall Thursday at 4 p.m. This town hall will be dedicated to nursing issues, and panelists will include nursing leaders.
- If you were unable to join our last Duke Health Leadership town hall, please view the [recording](#).
- If you have even mild symptoms of illness, stay home and do not come to work. Call the Duke Health COVID-19 Hotline between 8 a.m. to 8 p.m. (919-385-0429, option 1) to report your symptoms.
- Continue to practice good hand hygiene and wear PPE appropriately.



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