

Infection Prevention Highlights: Preventing Team Member Exposure to COVID-19*

Safety is our top priority. Duke Health continues to follow CDC guidelines and recommendations to provide quality care while keeping team members safe and healthy.

This document highlights the measures we have implemented at Duke Health to keep our team members safe while continuing to provide high-quality care to our patients. More detailed Information and protocols are available on the [Duke Health COVID-19 Website](#).

Operational Changes

To lower infection risk, significant operational changes have been made, including:

- Increased use of telehealth
- Encouraging physical distancing and allowing extra time between appointments
- Enhanced visitor restrictions to limit the number of people in facilities
- Expanded hours and appointments
- Patient, visitor and employee screening prior to entering our facilities
- Mandatory masking and hand hygiene for all patients, visitors and team members
- Adding sanitizing stations to our facilities

Proper Hygiene

Team members are directed to maintain proper hygiene and cleaning processes to prevent transmission of COVID-19, including:

- Performing hand hygiene frequently, including before and after touching mask or face, when entering common workrooms and breakrooms, and while using shared workstations
- Wiping down high-touch surfaces in workrooms, breakrooms and workstations at beginning and end of shifts, including door handles, frequently used cabinets/drawers, microwave buttons/handles, refrigerator handles, shared coffee pots, etc.
- Cleaning phones, keyboards, scanners and computer mouse devices with a hospital-approved disinfectant wipe at the start of your shift
- Wearing a mask at all times
- Avoid congregating in workrooms and breakrooms while unmasked
- Limiting public areas to 2 people, 6 feet apart while eating/drinking unmasked

Screening

All team members, patients and visitors to Duke Health hospitals and clinics will be asked if they have symptoms of illness and exposure risks upon arrival. Patients and visitors without symptoms will be given a wristband and allowed to enter.

Employees who answer YES to screening questions or have a temperature of 100.4 degrees or greater will be asked to return home, contact their manager and call the Duke COVID-19 Hotline (919-385-

0429, option 1) for next steps. Employees without a badge will be turned away and asked to retrieve their badges before entry.

Universal Masking (staff, patients and visitors)

Until further notice, all staff and visitors are required to wear a face mask while at one of our hospitals or clinics. Hospitalized patients are required to wear masks while outside of their inpatient room (e.g., while traveling for procedures, participating in physical therapy). All employees are required to wear a Duke-issued mask for their entire shifts and will be provided a replacement if the mask becomes wet, visibly soiled or damaged. Duke Health team members are not permitted to wear personal homemade masks while working in patient care areas.

PPE Protocols

Duke Health continues to update its Infection Prevention Guidance based on changing recommendations from Centers for Disease Control and Prevention (CDC) to optimize clinical workflows and effectively manage our PPE supplies. PPE recommendations for confirmed or suspected COVID-19 patients follow special airborne precautions, including:

- N95/PAPR
- Eye protection
- Gown
- Gloves
- Shoe covers

PPE recommendations for asymptomatic outpatients can be found [here](#).

Keeping Safe Outside of Work

Team members should continue to follow social distancing and hygiene practices outside of work to keep themselves and their families and friends safe. Please follow the guidelines found [here](#) and [here](#). Team members who develop symptoms while not at work should report to your manager, stay home, and contact the COVID-19 Hotline (919-385-0429, option 1) for further instructions.

Visitor Restrictions

Currently visitors are not allowed for hospital inpatients with exceptions in limited instances, such as end-of-life care. For outpatient clinics and facilities one support person is allowed to accompany patient to an appointment, unless additional aide or assistance is required. Visitors will be screened alongside patients prior to entering the clinic.

Patient Isolation

Until further notice, patients are restricted from leaving their assigned unit unless medically necessary and they are escorted by the appropriate medical personnel. If the patient leaves the unit, this will be considered leaving against the advice of the medical team. If the patient goes beyond the security checkpoint for reasons other than medical care, the patient will be discharged, and their belongings will be given to security and kept for 48 hours. If the patient tries to return after being discharged, they

will not be readmitted to their hospital room but will need to follow up with their outpatient healthcare provider or seek care in the Emergency Department.

Testing

Duke Health has multiple in-house testing options for patient care. Please consult the [Testing Guidance](#) on the COVID-19 Website for up-to-date information regarding testing protocols. Employees who develop symptoms of COVID-19 infection will be offered testing through Employee and Occupational Health. At this time, we are not testing employees who remain asymptomatic.

Employee Exposures

Team members who experience a breach in PPE while caring for patients with known or suspected COVID-19 infection should report this breach by calling the COVID-19 Hotline (8am-8pm) or the Blood and Body Fluid Exposure Hotline (after hours, 919-684-8115). Team members who are potentially exposed to COVID-19 at work or outside of work must register with employee health and log their symptoms twice daily but will not be required to stay out of work as long as they remain asymptomatic. Please check out other Frequently Asked Questions [here](#).

COVID-19 Website

For more information and the latest COVID-19 updates from Duke Health, please visit covid-19.dukehealth.org. The website contains documents and important information on the following topics:

- Ambulatory procedure
- Clinical Guidance and Forms
- Drive-Up Testing
- Employee Health and Wellness
- Frequently Asked Questions
- Information from Human Resources
- Nursing
- Operations and Visitation Guidelines
- Personal Protective Equipment (PPE) Guidelines and How-To
- Patient Communication
- Pediatric Specific Guidance
- Perioperative Procedure
- Specialty Specific Guidance
- Testing Guidance

*Policies and material are subject to change as our understanding of transmission, resources, and community prevalence of COVID-19 change.