



Communication No. 60 | March 13, 2020

ATTENTION: All Colleagues, Physicians, Residents, Students

Thank You for Your Dedication and Hard Work

It has been an extremely busy week for the MidAmerica Division – and especially our colleagues within Tulane Health System – as we’ve dealt with impacts from our first presumptive positive COVID-19 cases. I wanted to take a moment and tell all of you how sincerely proud and grateful I am for this entire team.

I know that we’ve all faced challenges in keeping pace with changes during this fast-evolving COVID-19 situation. But know that leadership throughout our organization is working together and is committed to keeping you informed about everything we’re doing to keep our patients, visitors and colleagues safe. As a quick overview, here are some key precautions that we’ve taken:

- Activated our Incident Command teams who participate in daily status updates
- Established screening guidelines and visitors restrictions
- Consolidated access points to our facilities
- Cancelled/rescheduled all non-essential events and classes
- Developed protocols for isolating, treating and tracking individuals considered a Person Under Investigation (PUI)
- Re-educated caregivers on appropriate donning/doffing processes for PPE
- Established inventory control measures to address our supplies, equipment and pharmacy needs
- Developed lab testing process guidelines and protocols
- Created bilingual COVID-19 patient education pieces

We’ve also established a dedicated mailbox, MIDOCOVID19Questions@hcahealthcare.com, to collect your questions or concerns regarding COVID-19. We will forward your questions to the appropriate subject matter expert to respond.

Please continue to follow protocols to self-screen and consult your supervisor if you're not feeling well and questioning whether you should come to work. We all need to be conscious of our health so that we can continue providing our patients with high-quality care. And, as our colleagues around the country remind us through [this video](#), always practice good hand hygiene.

Thank you once again for your enduring commitment to our mission: Above all else, we are committed to the care and improvement of human life.

Mel Lagarde
President
HCA MidAmerica Division