

Smilow Update: November 10, 2020

Dear Colleagues,

Town Hall at 5pm

Please join us today at 5:00pm for our next Smilow Cancer Hospital/Yale Cancer Center Town Hall meeting via [Zoom](#) to hear an update from Smilow Cancer Hospital leadership on the latest preparations in response to rising COVID-19 numbers in Connecticut, presentations from our guest speakers, and for an opportunity to ask questions.

Visitor Restrictions

Yale New Haven Hospital is in a Phase 3 visitor restriction. To protect our patients, families, employees, and the community during the outbreak of COVID-19, YNHHS is restricting visits from family, friends, and the community until the transmission of COVID-19 is no longer a threat.

We are restricting all visitors at Smilow Cancer Hospital and our Care Centers, unless an exception by the care team is made. If an exception is made, visitation will be between 2pm-6pm to COVID negative patients only. No swapping.

Exceptions can be made for:

- One visitor to receive discharge instructions to provide care at home.
- Patients that are at Imminent End of Life, two visitors allowed. Once visitors leave, they may not re-enter.
- Patients with disabilities who may need a support person with them for support.
- When patients are under the supervision of DDS, staff will work with DDS to determine appropriate visitation to meet a patient's needs.
- Patients coming in on day of surgery can have one support person with them.
- Inpatients that have a planned surgery or procedure may have one visitor between 2pm-6pm the day prior to the surgery or procedure.

Downtime Treatment Drill

In preparation for the potential of ransomware attack, Smilow pharmacy, nursing, regulatory, and quality teams, along with several providers simulated walk through treatment scenarios for both new and existing patients on Friday, November 6 on NP 1. The initiative, led by Sam Abdelghany, PharmD, and Lisa Barbarotta, MSN, APRN-BC, AOCNS, gave the team an opportunity to review procedures for treatment during downtime, from patient arrival, through infusion treatment and departure, to evaluate the

process and identify areas for improvement. A workflow diagram will be disseminated to all care teams throughout the Smilow Network this week, with inclusion of clinical research and providers' visits identified as next steps for planning. Please contact **Sam Abdelghany** with questions.

Critical Tips and Tricks in Preparation for Potential Ransomware Attack

- Be sure you have access to your employee number without reliance on the IT systems, i.e. you should not have to look it up in Infor.
- For Yale faculty and staff that need to access Yale's Webmail service, a workaround exists to access using the url <https://outlook.office365.com/yale.edu>
- While there is no information to suggest that any accounts have been compromised, it is good practice to change passwords regularly, and YNHHS encourages employees to do so at this time out of an abundance of caution.

COVID-19 Testing Reminders

YNHHS has developed a self-scheduling process available to all YNHHS employees and medical staff to easily access COVID-19 testing if individuals have symptoms of COVID-19 or have traveled to areas with high rates of COVID-19 infection. Out-of-state or international travel are strongly discouraged, but testing is available if travel cannot be avoided.

The Yale New Haven Health [self-scheduling function](#) provides step-by-step guidance. Once the test is scheduled, individuals will be reported to Occupational Health as not working until their test results return. Individuals waiting for test results must remain on PTO until they receive a negative test. If negative, individuals will receive instructions regarding returning to work through MyChart, typically within 48 hours.

Yale University has also developed a COVID-19 Screening Program; as part of this program, university faculty, staff, or graduate and professional students who are seeking to schedule a gateway or arrival test, or those wishing to test because of a concern for exposure or risk, should [schedule a test online](#) to make an appointment. All asymptomatic testing is self-scheduled.

Smilow Star!

Jenna Addison, APRN, cares for patients in the Smilow Breast Centers in Trumbull, Fairfield, and Bridgeport. Jenna's combination of excellent clinical care and her kindness and warm demeanor make her an immediate star in the eyes of both her patients and colleagues. She has been singled out in many Press Ganey surveys as the provider who has made a patient's appointment special, and who goes out of her way to accommodate patients' needs and requests. In addition, Jenna led a process improvement to coordinate discharge mastectomy instructions between the inpatient and outpatient areas for the Park Avenue Medical Center and Bridgeport Hospital, and has continually worked to enhance patient education. Since Dr. Mary Pronovost's departure from the Trumbull practice in September,



Jenna has stepped in to coordinate transition of care for all patients in Trumbull and seamlessly triaged and provided patient care for her patients. Her undivided commitment to Smilow Cancer Hospital's breast cancer program and patients makes her a true Smilow Star!

Best regards,

Charles S. Fuchs, MD, MPH

Director, Yale Cancer Center
Physician-in-Chief, Smilow Cancer Hospital

Lori C. Pickens, MHA

Senior Vice President and Executive Director
Smilow Cancer Hospital

Kevin G. Billingsley, MD, MBA

Chief Medical Officer
Smilow Cancer Hospital

Kim Slusser, MSN, RN, CHPN, NEA-BC

Vice President for Patient Services
Smilow Cancer Hospital

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