

COVID-19 Update: April 24, 2020

Dear Colleagues,

Smilow Buddy System

We recognize that there are Smilow Cancer Hospital and Yale Cancer Center physicians and staff that are COVID+ and may lack adequate support during their quarantined timeframe. To help support faculty and staff who contract COVID-19, our leadership has developed a buddy system.

- The buddy will be a volunteer from Smilow clinical staff (MD, APP, RN) and can be self-selected from a list or assigned. The role of the buddy will be to check by phone or FaceTime with the sick employee daily.
- The buddy will ask about clinical symptoms, need for food, or resources and will help to follow-up on needs.
- Individuals who sign up as a volunteer buddy will be provided a resource toolkit.
- To become a buddy, or request one, please email [J.C. Carley](mailto:J.C.Carley).

Family Connect

A new program, Family Connect, is now live at Yale New Haven Hospital, with plans for rapid expansion across the system.

- Family Connect engages physicians whose clinical areas are underutilized at this time to support COVID-19 patients, their families, and front-line teams by providing clinical updates to families.
- All physicians who volunteer receive comprehensive virtual training.
- Each physician is paired with a clinical team and a subset of approximately 6 COVID inpatients to participate in daily calls, document in Epic, and provide clinical updates to the family.
- **Family Connect can be done entirely from home.** Interested physicians commit to a couple of hours each day on a rotating schedule.
- Email FamilyConnect@ynhh.org for more information, or to volunteer.

Inpatient eConsults

[New guidance](#) has been issued regarding inpatient eConsults and documentation.

- For a new eConsult, consulting teams will continue to use the smartphrase and Y-Code **YIPEC**.

- For subsequent eConsults, the smartphrase. **consultCOVID19** should be used at the bottom of the note/attestation to signify the consult was performed during the COVID-19 pandemic. In addition, it is important that the amount of time spent be documented for reimbursement purposes.
- The hospital care codes (99231-99233) should be used for any patient requiring a follow-up eConsult after the initial eConsult.

Smilow Star

Susan Kelly, RN, is usually focused on patient care for patients with cutaneous T-cell lymphoma or other autoimmune diseases in need of photopheresis treatment as clinical coordinator for the program. While Susan continues to plan for patients in need of photopheresis, and follow-up with existing patients in the program, she is also putting her nursing skills to use to support our clinical transition of care to North Haven as a Patient Ambassador. Intuitively, Susan knows what our patients need and she has been able to support workflow and patient care in a calm nature. She has been a tremendous support to our teams in North Haven, and we appreciate her flexibility and willingness to step in and help. Thank you, Susan!



Best regards,

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Physician-in-Chief, Smilow Cancer Hospital

Lori C. Pickens, MHA
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