

Smilow Update: December 11, 2020

Dear Colleagues,

Well-being and Support

We remain focused on the well-being of all of our faculty and staff, and realize that the second wave of the pandemic has lasting impact on each one of you in different ways. Please check on one another, have patience with each other, and utilize the resources available to you and your family through Yale New Haven Health and Yale University.

- A new virtual group for clinicians who are facing the unique challenges of being a working parent during the time of COVID is available on the second Wednesday of each month at noon via [Zoom](#). The group is moderated by the [Rev. Jane Jeuland](#) and [Nancy Close, PhD](#).
- [YNHHS Employee Well-being and Resources intranet page](#)
- Yale Medicine/Yale New Haven Health [Care for the Caregivers website](#)
- Check in on yourself by completing a confidential self-assessment developed by YNHHS/Yale Medicine. [Take the survey here](#). Solely for your personal use, it is completely anonymous and can be taken as often as you'd like.

COVID Vaccination

In preparation for the upcoming COVID vaccine release, a System COVID vaccine task force has been assembled to prepare for all aspects of vaccinations, including developing ethical, equitable, and evidence-based criteria. The State of Connecticut is expected to receive 250,000-330,000 doses (enough for 125,000-165,000 individuals) of the Pfizer COVID-19 vaccine and 165,000 doses (enough for 82,500 individuals) from Moderna shortly thereafter. Both vaccines require a 2-dose regimen separated by 21 or 28 days.

- Occupational Health is retaining the flu fair vaccinator staff to assist with all healthcare worker vaccinations.
- Frequent communication will be very important as the State of CT has set a goal to vaccinate 80% our health care workers within 8 weeks of launch.
- The vaccination process will be managed through Epic MyChart. If you do not have a MyChart account, please create one in advance at: <https://mychart.ynhhs.org/mychart-prd/signup>
- Further communications will be forthcoming. A [FAQ document](#) is available for more information.

Telehealth via Zoom

Beginning on Monday, December 14, the video component of MyChart video visits will move to Zoom, providing more consistent audio/video quality and user experience across devices. Assistance with this platform upgrade will be available to providers and clinical staff from our Telehealth Command Center starting on Monday. Please take the time to participate in a training in advance, and review the [Telehealth tips guide](#) in advance.

- **Telehealth Command Center: 203-200-6934 Available: 12/14/20–1/9/21, from 7:30 a.m.–6:00 p.m., Monday–Friday**
- **After hours, email: telehealth@ynhh.org**
- **Final Training Session: 12/14/20, from 12:00-12:30 p.m. (passcode: 164390)**

Smilow COVID-19 Directory

An updated version of the Smilow COVID-19 Directory of resources, policies, and processes that apply to care at Smilow Cancer Hospital and our Care Centers during the COVID-19 pandemic has been posted online. You can locate the Directory in the following places:

- On the Yale Cancer Center intranet: www.yalecancercenter.org/intranet
- On the Yale New Haven Health System intranet: <http://dept.ynhh.org/oncology>
- In Epic, under Smilow Tools.

Smilow Star!

Bridget Anderson, ACA on NP7, has been instrumental in keeping our patients and staff safe during the COVID-19 pandemic. Her thorough screenings every morning has allowed for the continued care of our patients and she does it all while keeping a positive attitude. She is responsible for making all of the phone calls via MyChart to patients prior to their telehealth visit. For some patients that are not familiar with technology, it can be difficult to assist them virtually, but Bridget welcomes the challenge and has shown amazing patience. As telehealth has become an integral part of patient care, allowing patients to remotely connect with their provider to share information or to receive follow-up care, Bridget's understanding and patience is immeasurable.

If a problem does arise, she makes sure it is referred to the appropriate person in a timely fashion so that the process continues to run smoothly for both patients and providers. Bridget truly embraces the mission of integrity, patient-centered care, respect, accountability, and compassion and it helps guide her every day, making her a true Smilow Star!



Best regards,

Charles S. Fuchs, MD, MPH

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