



SOUTH CAROLINA
DEPARTMENT OF CORRECTIONS
Response to COVID-19

DOC COVID-19 Percentages Nationwide

State	Inmate Population	# of Positive Inmates	Inmate Deaths	# of Positive Employees	Percent of Inmates Positive
Alabama	26,896	28	3	119	0%
Alaska		2	0	11	
Arizona	15,882	252	4 (3 more pending)	117	2%
Arkansas	15,575	1,336	11	135	9%
California	110,859	2,444	15	513	2%
Colorado	15,797	626	3	50	4%
Connecticut	10,640	1,210	7	380	11%
Delaware	4,436	140	8	89	3%
Federal Bureau of Prisons	147,847	6,141	84	657	4%
Florida	94,000	1,645	19	326	2%
Georgia	51,986	495	20	185	1%
Hawaii	3,029	0	0	0	0%
Idaho	8,000	0	0	5	0%
Illinois	36,910	252	13	179	1%
Indiana	26,418	697	19	318	3%
Iowa	7,635	30	0	18	0%
Kansas	9,424	891	4	115	9%
Kentucky	20,298	378	2	57	2%
Louisiana	15,042	614	15	168	4%
Maine	2,175	4	0	1	0%
Maryland	19,151	359	8	407	2%
Massachusetts	7,742	390	8	165	5%
Michigan	37,917	3,953	68	371	10%
Minnesota	9,381	286	0	57	3%
Mississippi	17,609	34	1	27	0%



DOC COVID-19 Percentages

Nationwide (cont.)

Missouri	27,000	50	1	37	0%
Montana	16,000	0	0	0	0%
Nebraska	5,369	12	0	12	0%
Nevada	12,929	776	126	580	6%
New Hampshire	2,609	1	0	11	0%
New Jersey	13,799	2,403	45	781	17%
New Mexico	6,424	224	2	11	3%
New York	77,227	516	16	1,285	1%
North Carolina	31,609	713	5	152	2%
North Dakota	1,794	5	0	4	0%
Ohio	46,716	4,878	78	738	10%
Oklahoma	23,162	2	0	14	0%
Oregon	42,062	174	1	49	0%
Pennsylvania	45,645	262	9	186	1%
Rhode Island	11,082	21	0	17	0%
South Carolina	17,500	108	0	90	1%
South Dakota	3,679	4	0	5	0%
Tennessee	21,473	3,137	4	97	15%
Texas	133,600	7,318	49 (34 more pending)	1,097	5%
Utah		14	0	4	
Vermont	1,392	48	0	20	3%
Virginia	28,595	1,313	9	113	5%
Washington	17,845	103	0	74	1%
West Virginia	7,118	122	0	9	2%
Wisconsin	21,788	264	0	64	1%
Wyoming	2,410	0	0	1	0%

Data from 6/15/2020



SCDC COVID-19 REPORTING of POSITIVE RESULTS

Location	Staff	Staff Cleared	Inmate	Inmates Cleared
Allendale	15	12	29	27
Broad River	18	16		
Camille Graham	5	3		
Evans	11		38	12
Goodman	1	1		
Kershaw	1			
Kirkland	10	8	41	35
Leath				
Lee	4	3		
Lieber				
Livesay	2	1		
MacDougall				
Manning	1	1		
McCormick	2	2		
Palmer				
Perry	4			
Ridgeland				
Trenton	1	1		
Turbeville	3	3	1	0
Tyger River	1	1		
Wateree River	2	2		
Non-Institutional Staff	10	7		
Total	91	61	109	74

Data from 6/17/2020



Educating and Protecting SCDC's Inmates and Staff

- Educational material is posted in the offender living areas, on the kiosks, and tablets where available.
- Appropriate PPE is available for staff and offenders. SCDC produced masks for all offenders and correctional facility staff to wear. Each employee and prisoner received two masks each – which can be laundered and worn again. Facility staff are also permitted to bring their own PPE, such as masks. Staff are expected to wear their masks during their entire shift and offenders are expected to wear their masks at all times (except while eating, sleeping or showering).
- Extra PPE has been secured for outside vendors who are critical to the institution's daily operations.
- Anyone entering facilities are screened prior to admission. This includes answering screening questions and having their temperatures taken. Anyone suspected of having symptoms will not be allowed in the facility. Staff are sent home if they start to develop symptoms while at work. They are encouraged to get tested if their symptoms are consistent with COVID-19.



Contact Tracing

- SCDC performs contact tracing when a positive test is reported by an employee. A contact tracing investigation is completed to determine what other employees or offenders the COVID-19 positive employee may have encountered as a close contact. If an employee has been in close contact with another employee, depending on the amount of exposure, that employee may be asked to go home and quarantine or be advised to continue to work and self-monitor for symptoms. If the employee is around any other offenders, then that offender is placed on quarantine and are monitored twice a day to ensure that they have not developed symptoms and do not have abnormal vitals. If the employee has worked in a housing unit, the housing unit is placed on quarantine and all inmates housed in that unit are monitored twice a day to ensure that they have not developed symptoms and do not have abnormal vitals.



R&E Intakes/Positive Inmates

- All new intakes are screened prior to leaving the transferring detention center and, again, before processing into R&E. If they have signs or symptoms they are immediately isolated. If they do not, they are placed in quarantine for 14 days. During this time, they are monitored for the development of symptoms and their vitals are taken twice a day.
- Copays for medical visits have been lifted for offenders. This was done to encourage the offender to come forward if they have any symptoms. SCDC staff are instructed to call medical if any offender appears sick or has complaints of symptoms consistent with COVID-19.
- If an offender tests positive, SCDC performs contact tracing to determine what other individuals the offender may have been in close contact. The offender's living unit is placed on quarantine and the individuals within that unit are monitored twice a day to ensure that they have not developed symptoms and do not have abnormal vitals. Any employee who has been in contact with the inmate is notified and told to self-monitor twice daily.
- Offenders who test positive will be transferred to one of the designated isolation units. These units are in buildings that are separate from other areas within the correctional facilities. They have limited movement in these units. Only a small number of designated employees work in these units to limit the number of people entering/exiting.



Quarantine Dorms

- When a dorm is placed on quarantine anyone who leaves their cell as a dorm worker/helper is tested for COVID-19.
- The National Guard has been helping in the quarantine units at 3 correctional facilities.
- Pre-operative testing is guided by the individual hospital and physician.
- Since the beginning, SCDC's medical staff has been on several conference calls from various organizations in order to stay abreast on best practices for COVID-19. SCDC has a weekly conference call with Prisma Health to discuss currently hospitalized patients and to anticipate inpatient needs. We are in constant communication with DHEC about challenging patients and to share contact tracing information.



Behavioral Health Services – Resources for Staff

- Internal and external services were provided to staff including:
 - Information on how and when to reach the SCDC Critical Incident Stress Management Team (CISM).
 - Access to the Supporting Our Staff Hotline (SOS) in partnership with DMH.
 - Information on how to access the other resources, such as Employee Assistance Program, the Community Crisis Response and Intervention Hotline (CCRI), and the American Foundation for Suicide Prevention.
- Helpful links to available online resources and articles were provided
 - CDC Tips for Coping with Stress and Anxiety
 - A letter to my corrections family during the COVID-19 crisis, *Caring for ourselves during trying times can help keep our lives in balance* by Maya J. Mason
 - Stress Management Strategies for Corrections Officers, by Dr. Michael Pittaro
 - How to Cope with Anxiety and Uncertainty by Deborah Zicht, LCSW-R
 - Living with Uncertainty: From Panic to Peace, by Tenelle O. Jones
- Self-help care tips were provided to give employees basic tools to cope with stress, manage anxiety and adjust to isolation.



Behavioral Health Services – Resources for Inmates

- Mental Health Staff were distributed the COVID-19 Reentry Checklist provided by the Council of State Governments Justice Center, The National Sheriffs' Association. This included guides pertaining to COVID-19, mental health and substance use disorders.
- A resource guide for coping with COVID-19 related stress and fears, developed by the Division of Behavioral Health was distributed to all institutions including self-tips and how to seek assistance.
- Mental Health Officers have been utilized to conduct periodic rounds on general population units when feasible to assist any inmates who are seeking advice and guidance on coping with stress.



Behavioral Health Services Modifications

- All outpatient level services have been provided via telepsych, including counselor and psychiatric sessions
- All residential program services were continued on site for the first 30 days with modifications to group size; after 30 days groups were discontinued and only critical services were provided on site to include crisis services, daily counselor presence and routine RHU rounds. All 1:1 routine counseling / psychiatry sessions were moved to telepsych to limit contact where possible. All Mental Health Officers remained on site.
- All psychiatric hospital services continued as usual, except for group activities.
- All Addiction and Recovery Services were suspended.



DIVISION OF OPERATIONS – Key Activities on COVID-19 timeline

- Started daily briefings via conference calls (M-F) with Executive staff, Wardens, Associate Wardens, and key institutional staff members on 3/13/20 to share important COVID-19 information, updates and stress importance of staying on top of screening, fogging living units weekly, routine 2 hour cleaning schedule and monitoring all staff and inmates, daily isolation/quarantine travel list update. Approximately 200 plus staff members participate.
- Identified and started set up locations for inmate quarantine dorms to prepare for potential inmate patients. Assisted with getting necessary equipment in place.
- Restricting institutional activities as of 3/16/20 (visitation, programs, education etc.) while keeping inmate daily movement and routines inside the institutions as normal as possible.
- Prepared for alternative transportation plans for inmates that were to be released needing transportation due to Greyhound Bus Lines temporarily suspending their operation.



DIVISION OF OPERATIONS – Key Activities on COVID-19 timeline (cont.)

- Implemented alternative release plans for Returning Citizens to maintain social distancing and limited public access to institutional grounds.
- Made efforts to educate inmates being released on COVID-19 by providing them with written information on precautions and testing sites in the state, hand sanitizer and masks upon release. Incarcerated inmates were provided 2 masks each and posters posted in housing units.
- Reached out to other DOC's across the nation to share and exchange possible solutions.
- Met with National Guard to prepare for potential future assistance should the need arise.
- Use of Agency Search Team to shore up staff shortages (e.g. hospital coverage, RHU, Transportation etc.).
- Revamped Training Schedule and utilized technology and institutional training Lieutenants to implement one-week orientation and NEO at the institution.



Programs, Reentry and Rehabilitative Services: Palmetto Unified School District

- The Impact of COVID-19 on Education – March 2020
 - Face-to-face instruction, GED testing, Worldwide Interactive Network Testing (WIN, and TABE Locator for Reading and Math Levels ended
 - Educational packets were initially provided to continue active learning in all schools for both core subjects and vocational classes
 - PolyCom digital system was used to deliver virtual instruction in seventeen schools
 - Zoom was used to deliver virtual instruction in three schools
 - Video lessons developed by instructors for vocational classes were provided for
 - student/inmates
 - Packets were continued in two schools
 - Teachers were allowed to Telecommute and are providing daily virtual classes



Programs, Reentry and Rehabilitative Services: Palmetto Unified School District cont.

- The Impact of COVID-19 on Education – June 2020
 - GED Testing resumed with District Level Staff
 - One High School Diploma was awarded
 - Tyger River
 - Ten GED Diplomas awarded
 - Manning
 - Wateree
 - Ridgeland
 - Camille



Programs, Reentry and Rehabilitative Services: Palmetto Unified School District cont.

- APEX Learning
 - Delivered instruction for inmates on the High School Diploma Track
 - Provided tutorials for GED students
- Professional Development/Learning
 - SCDC e-learning was reviewed by staff members
 - Provided via APEX, GED, and S.C. Department of Education



Programs, Reentry and Rehabilitative Services: Palmetto Unified School District cont.

- GTL Learning Management System & Tablets
 - FreshStart Visions: Men in Transition (Online)
 - Community volunteers provided virtual classes to institutions with tablets installed. Classes were provided on tablets by volunteers and community partners such as FreshStart Visions, Academy of Hope, Prison Fellowship, South Carolina Department of Employment and Workforce, etc.
 - Participants have the opportunity to ask questions and give feedback at the end of each lesson through a short answer quiz.
 - Activity completion and time spent in the course will be used to assess eligibility for the organization's programs.
 - CBU Curriculum and i-Pathways supplemental material
 - Supplemental material was added to tablets and made available to institutions with tablets.
 - South Carolina Department of Employment and Workforce continues statewide services and registration for all inmates prior to release via tablets and videos shown by staff in the institution due to COVID-19.



Programs, Reentry and Rehabilitative Services cont.

- Partnered with the Department on Aging on a nursing home community project.
 - Named “Spreading The Joy”
 - Designed to bring joy to those in nursing homes during COVID-19
 - Delivered to 13 Nursing Homes
 - Delivered 1,221 cards from 19 institutions



Programs, Reentry and Rehabilitative Services cont.

It is Grant Season and our Grant Coordinator has continued to apply for grants, and has been very successful in obtaining grants to aid SCDC.

Grant	Due	Subject	Requested	Match	
EEDA	2/28/2020	At risk services at 3 sites	\$427,875.11	\$137,388.00	In-Kind
JAG	4/3/2020	Volunteer Identification system	\$8,401.00	\$840.00	Cash
Project Safe Neighborhood	5/1/2020	Reentry – Shelving and racks for clothing & food	\$21,751.00	N/A	
DLT Telemedicine	4/10/2020	Medical Health/Behavioral Health	\$995,129.00	\$149,289.00	Cash
VAWA/VOCA	4/15/2020	PREA for Men	\$93,736.00	N/A	
CAREERS	4/27/2020	PUSD and Postsecondary	\$899,375.00	N/A	
FCC Telehealth carts	rolling	Telehealth Carts	\$1,000,000.00	N/A	
CDC Suicide Prevention	5/26/2020	5-year grant	\$3,588,529.00	N/A	
Bullet Proof Vests	5/15/2020	Federal application \$377,772.00	\$188,886.00	50% Reimbursement	
CESF COVID 19	6/12/2020	(25%) Reimbursement of \$1,456,112	\$364,030.00	N/A	
		Total Submitted Requests	\$7,587,712.11		



Programs, Reentry and Rehabilitative Services: Division of Inmate Services

- During COVID-19 provided the following services to inmates/inmate family members/staff:
 - Notifications regarding COVID-19
 - Update families if inmate is quarantined or hospitalized as well as when they return to SCDC to their normal housing unit
 - Prayer care line for staff support.
 - Pastoral counseling for inmates and staff.
 - Wellbeing communication with staff.
 - Keeping volunteers informed on the status of operations at SCDC



Programs, Reentry and Rehabilitative Services: Division of Victim


- Critical Incident Stress Management (CISM) Program
 - Increased availability of CISM Peer Team Members via video and/or telephone
 - Provided direct support for 91 employees experiencing COVID-19 related issues
 - Collaborated with Mental Health Services to develop list of staff-wellness resources, and add access to Department of Mental Health's crisis hotline for SCDC employees

Access to Institutions and SCDC Facilities

- All persons must complete a screening form and have a temperature reading prior to access to our institutions and property.
- SCDC began using iCheck app to allow for easy tracking of staff not allowed entry due to COVID-19 monitoring.
- Each access point to our facilities is required to have a staff member using the iCheck system to ensure no staff enter our facilities who are not cleared due to travel, exposure, or illness concerns.



iCheck Application




iCheck

Please Choose Your Location

HEADQUARTERS ▼

Then continue to Employee Checkout

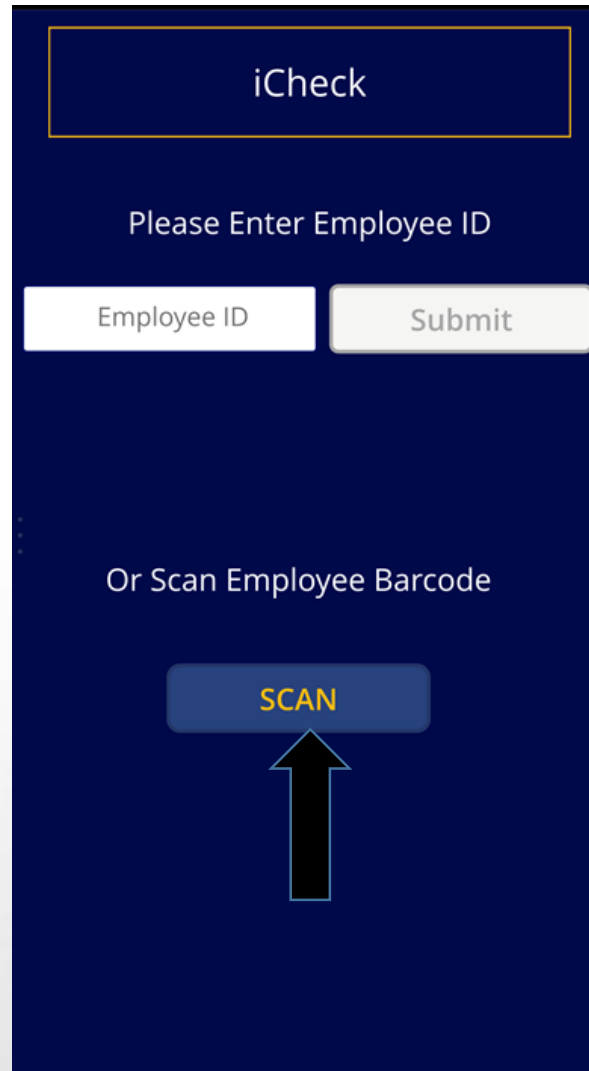


- After selecting the iCheck application it will bring you to this screen.
- From the drop down selection, choose your institution/place of work
- Example: Headquarters
- Select the arrow to move forward



iCheck Application

- After selecting the arrow to move forward, you will be brought to this screen
- If an employee has a barcode then you may choose the scan option
- If there is no barcode, you will need to manually enter the employee ID and select submit
- Note: The Employee ID # is the # found on the employee's badge.



iCheck

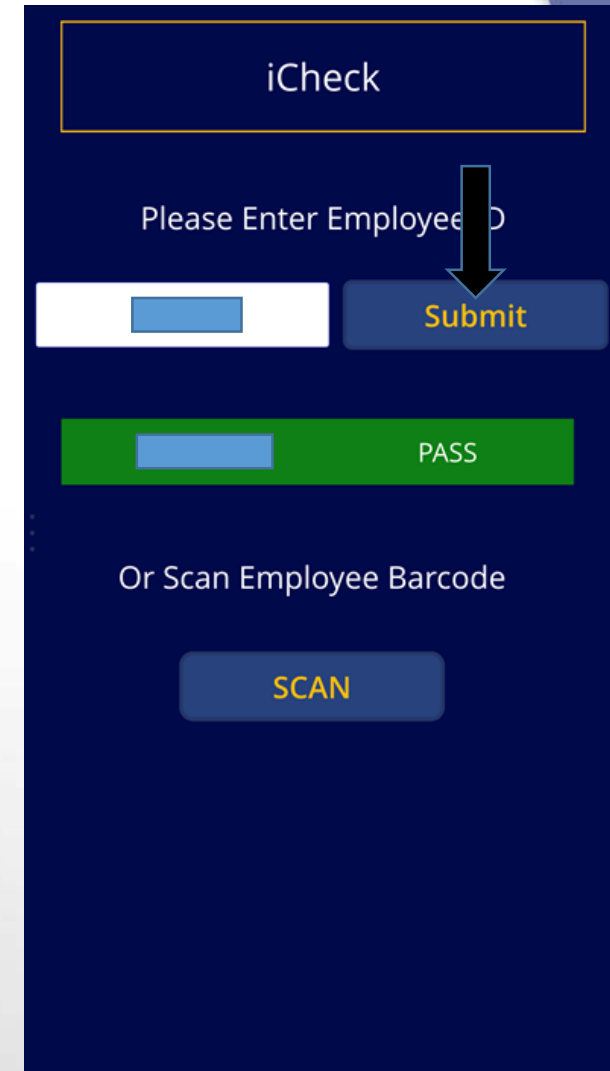
Please Enter Employee ID

Employee ID Submit

Or Scan Employee Barcode

SCAN

An upward-pointing arrow is positioned below the SCAN button.



iCheck

Please Enter Employee ID

Submit

PASS

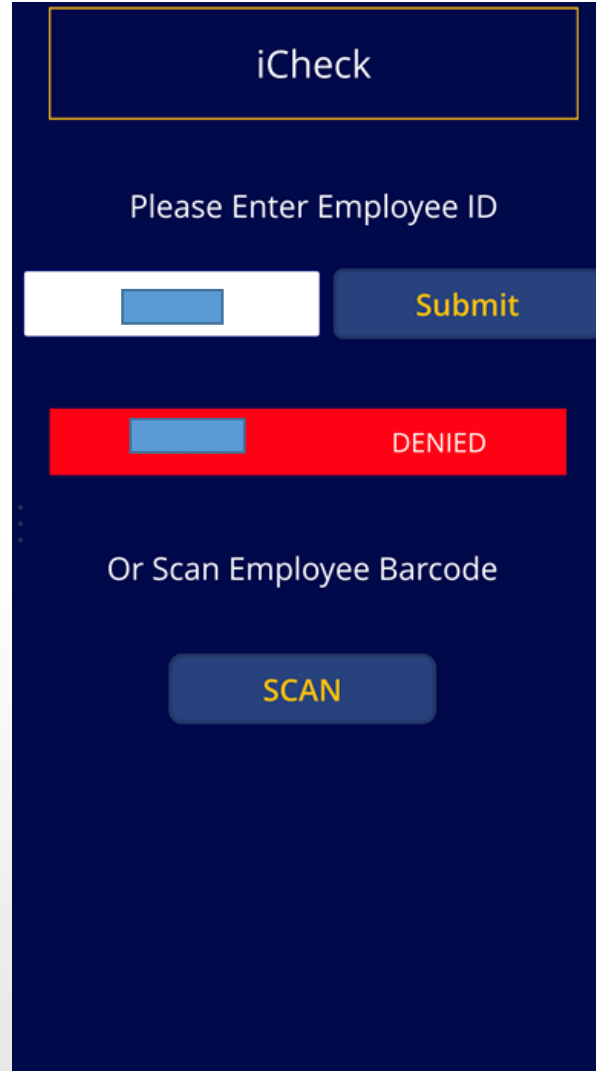
Or Scan Employee Barcode

SCAN

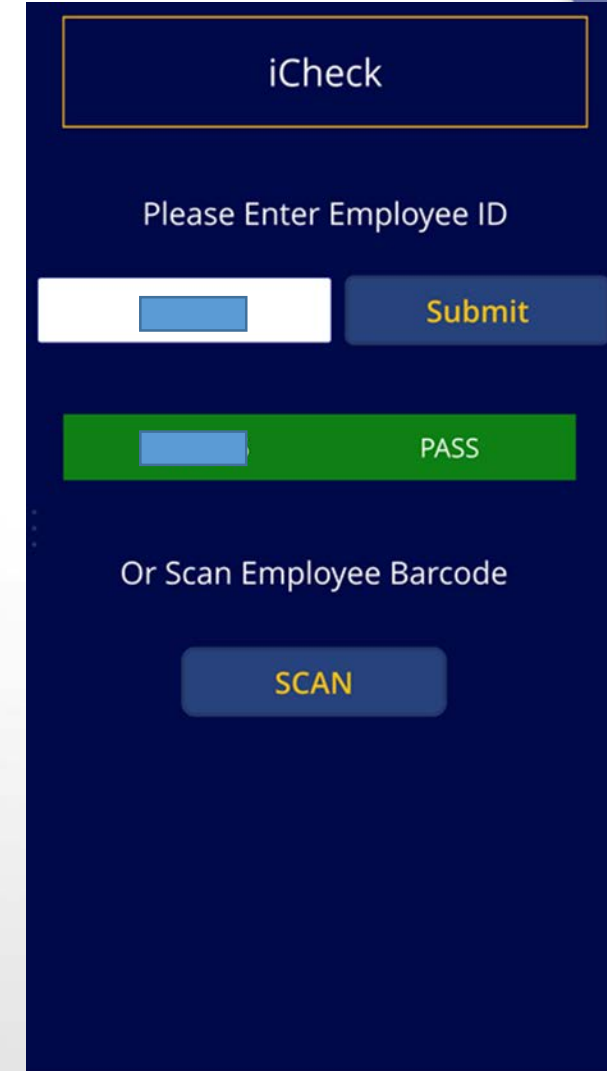
A downward-pointing arrow is positioned above the Submit button.

Cleared/Not Cleared

- The screenshots to the left provide an example of what should appear after an ID has been scanned or manually entered.
- If the DENIED appears and is colored RED then that employee should not be granted entrance into the institution and is being monitored by the COVID-19 Call Team
- If the PASS appears and is colored GREEN then that employee is cleared to enter into the institution.



The screenshot shows the iCheck app interface with a dark blue background. At the top, the title 'iCheck' is in a white box. Below it, the text 'Please Enter Employee ID' is centered. There is a white input field with a blue cursor and a blue 'Submit' button. Below the input field, a red bar contains a blue cursor and the word 'DENIED' in white. At the bottom, the text 'Or Scan Employee Barcode' is centered, and there is a blue 'SCAN' button.



The screenshot shows the iCheck app interface with a dark blue background. At the top, the title 'iCheck' is in a white box. Below it, the text 'Please Enter Employee ID' is centered. There is a white input field with a blue cursor and a blue 'Submit' button. Below the input field, a green bar contains a blue cursor and the word 'PASS' in white. At the bottom, the text 'Or Scan Employee Barcode' is centered, and there is a blue 'SCAN' button.



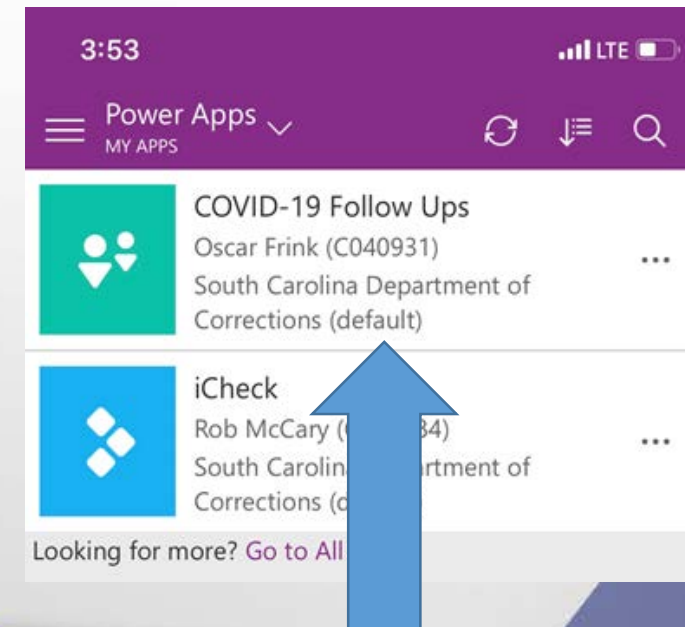
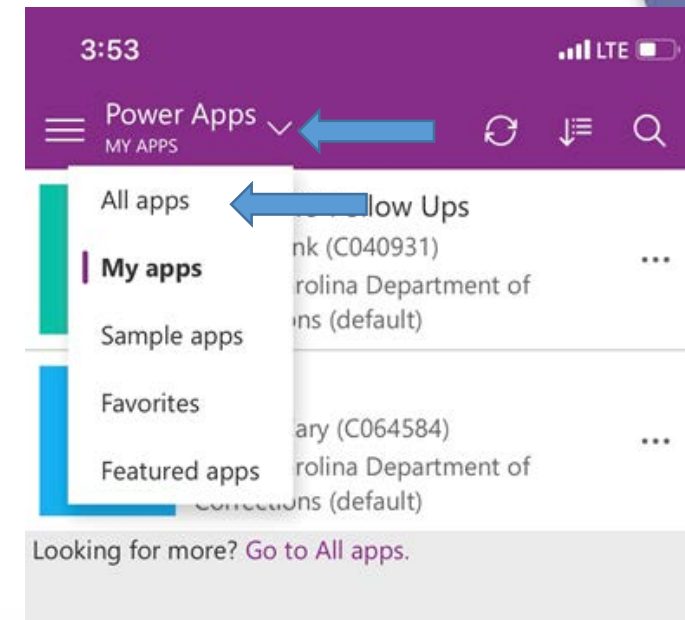
COVID-19 Call Team

- SCDC set up the Staff Assistance COVID-19 Call Team to answer staff questions and concerns that may arise from initial medical screening, travel concerns and/or development of symptoms.
- Over 90 SCDC staff from all divisions volunteered to man this call team which went live on April 3, 2020.
- Team members make the initial return call for messages left on the Employee COVID-19 Call Line voicemail.
- A medical professional/call team manager reviews the information and will approve a return to work date once the monitoring concludes.
- All staff who are placed under Quarantine due to Travel, Quarantine due to Exposure, or Illness are monitored through the Power Apps – COVID-19 Follow Ups.
- See selected slides from the SOP for this app in the following 12 slides.



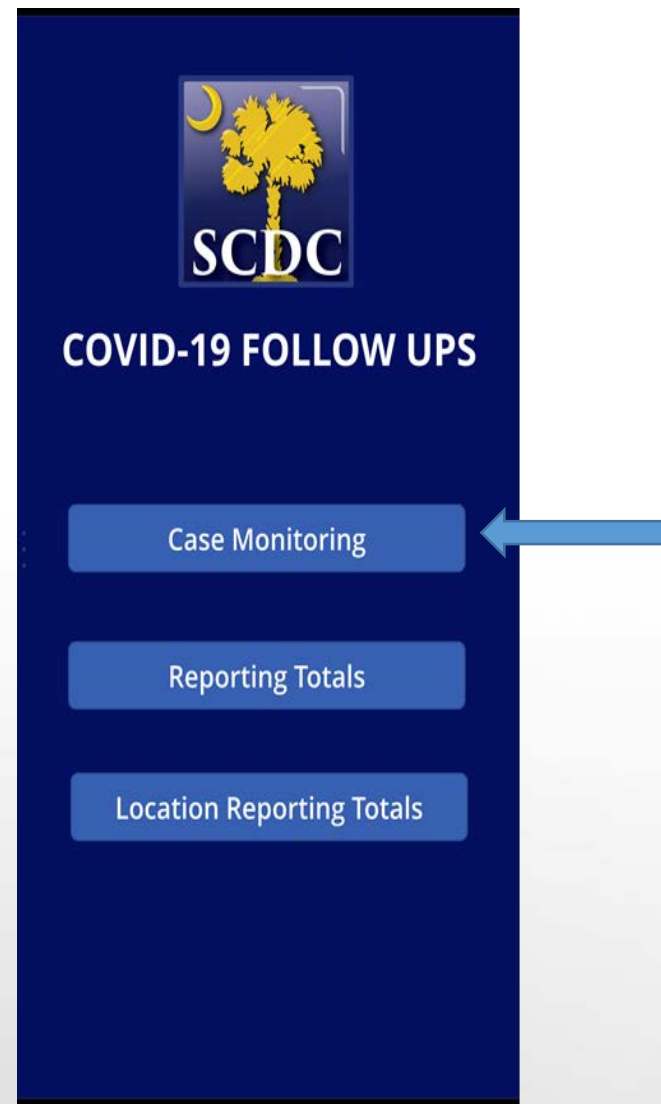
Open COVID-19 Follow Ups

- The “COVID-19 Follow Ups” application should appear under “My Apps”
- However, if it does not you may need to select the “All Apps” option to find it. (Indicated on screen)
- Select the “COVID-19 Follow Ups” application to enter.



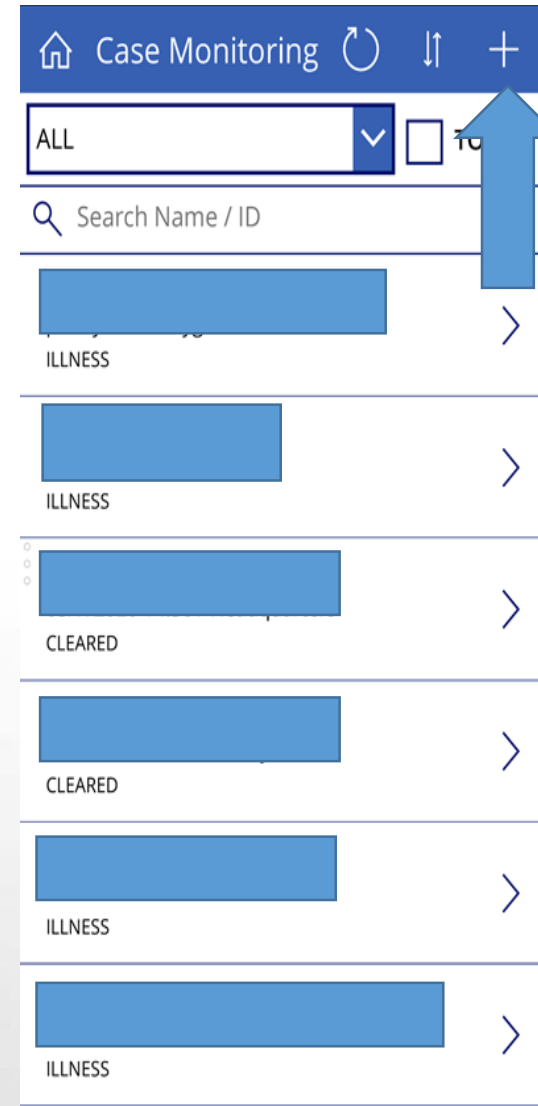
COVID-19 Follow Ups Application

- After selecting the “COVID-19 Follow Ups” application it will bring you to this screen.
- Select the “Case Monitoring” option



Cases Monitoring – Adding Entries

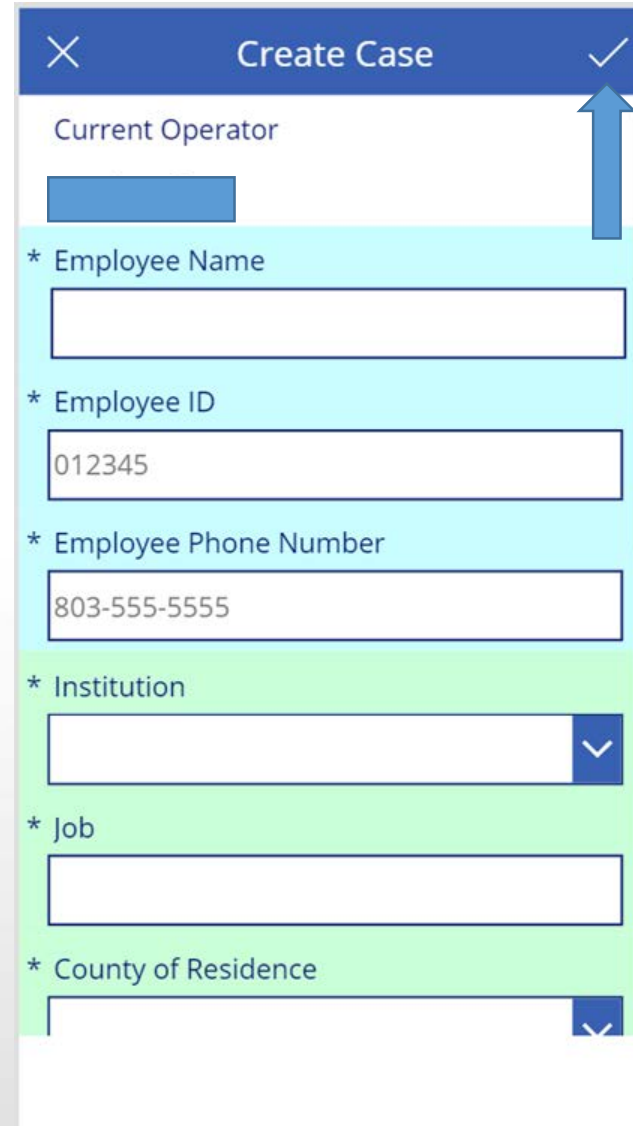
- This screen will appear when the “Cases Monitoring” option is selected.
- To enter a NEW entry from the hotline, you will select the + sign in the top right hand corner.



The screenshot shows the 'Case Monitoring' interface. At the top, there is a blue header bar with a home icon, the text 'Case Monitoring', and three icons: a circular arrow, a double arrow pointing up and down, and a plus sign. Below the header, there is a dropdown menu currently set to 'ALL', followed by a search bar with the placeholder text 'Search Name / ID'. The main area contains a list of case entries, each represented by a blue bar and a right-pointing chevron. The status of each entry is displayed below the bar: 'ILLNESS', 'ILLNESS', 'CLEARED', 'CLEARED', 'ILLNESS', and 'ILLNESS'. A large blue arrow points from the top right towards the plus sign in the header bar.

Adding Entries Cont.

- Once you have clicked the “+” option, you will be prompted to complete the information fields provided.
- Please see the picture to the right for reference.



The screenshot shows a mobile application interface for creating a case. At the top is a blue header bar with a close button (X) on the left, the title 'Create Case' in the center, and a checkmark icon on the right. Below the header, the form contains several fields: 'Current Operator' with a blue rectangular input field; '* Employee Name' with a white rectangular input field; '* Employee ID' with a white rectangular input field containing the text '012345'; '* Employee Phone Number' with a white rectangular input field containing the text '803-555-5555'; '* Institution' with a white rectangular dropdown menu showing a downward arrow; '* Job' with a white rectangular input field; and '* County of Residence' with a white rectangular dropdown menu showing a downward arrow. A blue arrow points upwards from the bottom of the 'Current Operator' field towards the checkmark icon in the header bar.

To follow up on employee's being monitored as Exposed or Travel

- Follow up calls will be found by selecting the drop down selection as shown
- Call Team - Choose the group that you follow up on Quarantined – “Quarantined Exposed” or “Quarantined Travel”
- Medical Team will choose “Illness”
- *Note: For the following slides, I will use “Quarantined Exposed” for example – but the process will be the same for ALL follow ups completed.*

Case Monitoring

ALL

ALL

CLEARED

ILLNESS

QUARANTINED EXPOSURE

QUARANTINED TRAVEL

s / Ridgeland
ILLNESS

05/7/2020 14:36 / Headquarters
CLEARED

04/10/2020 02:29 / Perry
CLEARED

04/10/2020 11:12 / Goodman
ILLNESS

04/10/2020 11:18 / Graham (Camille Griffin)
ILLNESS

Follow Up Calls Cont.

- The application immediately shows those employees that are “To-Do”
 - These are broken into categories:
 - Employee’s returning to work in the next 24 hours
 - Those who require initial Medical Contact
 - Regular Daily Follow Up Cases
- It will give the employee’s name, employee ID, and date of entry
 - I have blocked this out for privacy reasons, as well as this example indicated old data.

The screenshot displays the 'Medical Cases' application interface. At the top, there is a navigation bar with a home icon, the title 'Medical Cases', and icons for refresh, sort, and add. Below the navigation bar is a filter section with a dropdown menu set to 'ALL' and a checked checkbox labeled 'TODO'. A search bar with the placeholder text 'Search Name / ID' is located below the filter section. The main content area is divided into five categories, each with a header, a list of employee entries, and a right-pointing arrow icon. The categories are: 'Employee Returning to Work 6/16/2020' (pink background), 'Employee Returning to Work 6/15/2020' (pink background), 'Needs Initial Contact' (orange background), 'Needs Initial Contact' (orange background), and 'Daily Follow Up' (white background). Each entry in the list shows a date and time, a name (partially obscured by a blue bar), and a status. The first entry in the first category is '6/1/2020 1:17 PM / MANNING' with status 'QUARANTINED TRAVEL'. The second entry in the second category is '4/23/2020 6:45 PM / KIRKLAND' with status 'ILLNESS'. The first entry in the third category is '6/15/2020 12:07 PM / TURBEVILLE' with status 'QUARANTINED EXPOSURE'. The first entry in the fourth category is '6/15/2020 3:20 PM / PALMER' with status 'QUARANTINED EXPOSURE'. The first entry in the fifth category is '4/6/2020 12:04 PM / LIVESAY'.

Category	Date / Time	Name	Status
Employee Returning to Work 6/16/2020	6/1/2020 1:17 PM	MANNING	QUARANTINED TRAVEL
Employee Returning to Work 6/15/2020	4/23/2020 6:45 PM	KIRKLAND	ILLNESS
Needs Initial Contact	6/15/2020 12:07 PM	TURBEVILLE	QUARANTINED EXPOSURE
Needs Initial Contact	6/15/2020 3:20 PM	PALMER	QUARANTINED EXPOSURE
Daily Follow Up	4/6/2020 12:04 PM	LIVESAY	



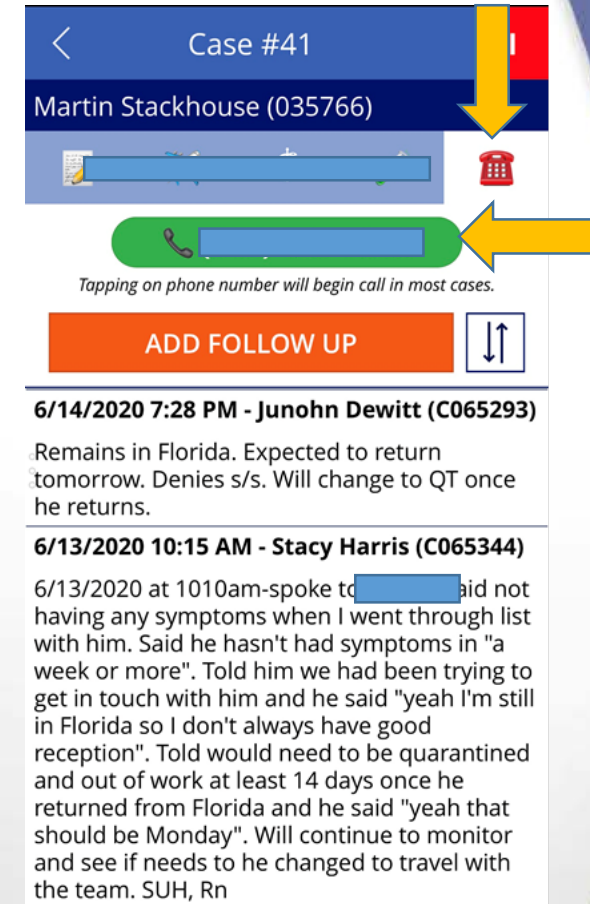
Follow Up Calls Cont.

- The first screen to the right will appear with all the pertinent information
- The airplane tab will give travel information (grey arrow)
- The Medical tab will give all other information in regards to symptoms/etc. (yellow arrow)
- To add COVID-19/Flu testing results—click the test tube icon indicated by the red arrow shown
- For your follow up call, go to the final tab indicated by the orange arrow (the phone)
 - You may click the number and it should call the employee from there



This screenshot shows the 'Case #41' form with a navigation bar at the top. A grey arrow points to the airplane icon, a yellow arrow points to the medical icon, and a red arrow points to the test tube icon. The form contains the following fields:

Employee Name (ID)	[Redacted]
Employee Phone Number	[Redacted]
Institution / Location	KIRKLAND
Job	[Redacted]
Last Date Worked	4/20/2020
Residence	Lexington County
Return to Work Date	6/15/2020
Case Created By	Jenny Ardis (Ardisje) - 4/23/2020 6:45 PM



This screenshot shows the 'Case #41' follow-up screen. A yellow arrow points to the phone icon in the top right. Below the phone icon is a green button with a phone icon and a text box. A yellow arrow points to this button. Below the button is the text: "Tapping on phone number will begin call in most cases." Below this is an orange button labeled "ADD FOLLOW UP". Below the button is a list of follow-up calls:

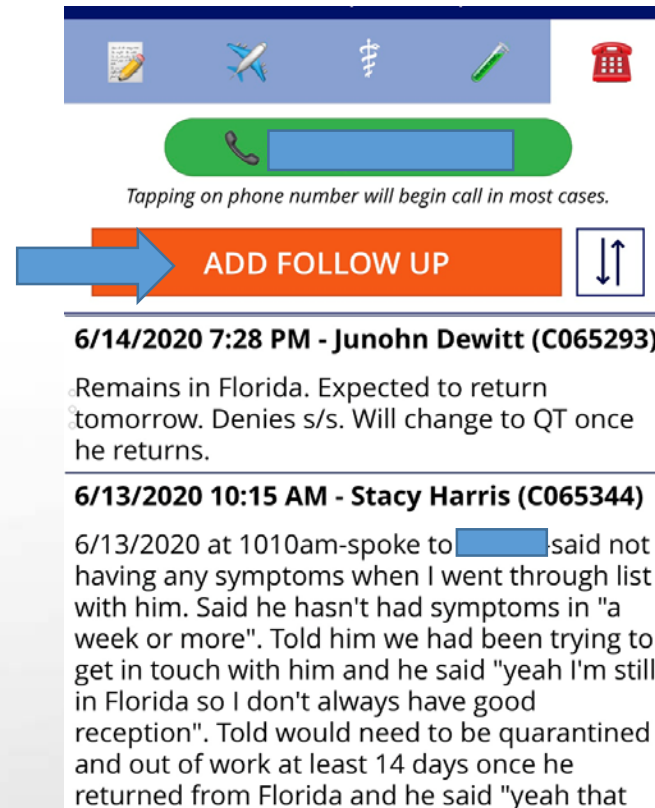
6/14/2020 7:28 PM - Junohn Dewitt (C065293)
Remains in Florida. Expected to return tomorrow. Denies s/s. Will change to QT once he returns.

6/13/2020 10:15 AM - Stacy Harris (C065344)
6/13/2020 at 1010am-spoke to [Redacted] said not having any symptoms when I went through list with him. Said he hasn't had symptoms in "a week or more". Told him we had been trying to get in touch with him and he said "yeah I'm still in Florida so I don't always have good reception". Told would need to be quarantined and out of work at least 14 days once he returned from Florida and he said "yeah that should be Monday". Will continue to monitor and see if needs to be changed to travel with the team. SUH, Rn



Follow Up Calls Cont.

- After the call has been completed, you will enter the information
- Select the “Add Follow Up” option
- The screen will give the RTW Date and how long the follow up is for reference
- After notes have been entered, select the check to submit in the upper right hand corner.

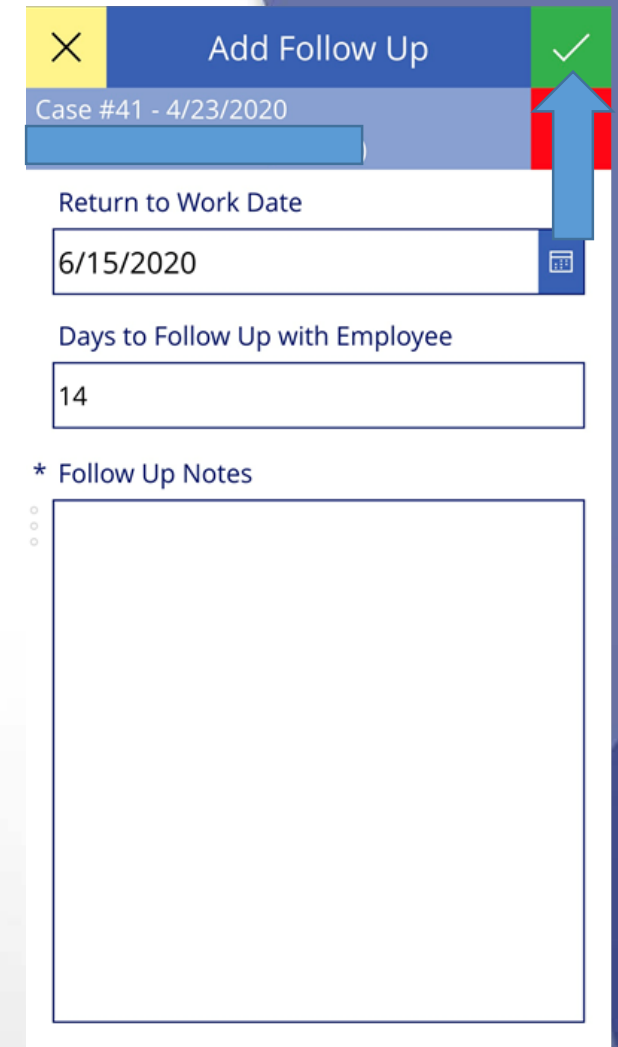


Tapping on phone number will begin call in most cases.

ADD FOLLOW UP

6/14/2020 7:28 PM - Junohn Dewitt (C065293)
Remains in Florida. Expected to return tomorrow. Denies s/s. Will change to QT once he returns.

6/13/2020 10:15 AM - Stacy Harris (C065344)
6/13/2020 at 1010am-spoke to [redacted] said not having any symptoms when I went through list with him. Said he hasn't had symptoms in "a week or more". Told him we had been trying to get in touch with him and he said "yeah I'm still in Florida so I don't always have good reception". Told would need to be quarantined and out of work at least 14 days once he returned from Florida and he said "yeah that



×

Add Follow Up

✓

Case #41 - 4/23/2020

Return to Work Date

6/15/2020

Days to Follow Up with Employee

14

* Follow Up Notes



Follow Up Cont.

- You will return to the original screen and the employee that you have completed should disappear from your “to do” screen.
- Continue down the list as needed.

Medical Cases

ALL

Search Name / ID

Employee Returning to Work 6/16/2020

6/1/2020 1:17 PM / MANNING
QUARANTINED TRAVEL

Employee Returning to Work 6/15/2020

4/23/2020 6:45 PM / KIRKLAND
ILLNESS

Needs Initial Contact

6/15/2020 12:07 PM / TURBEVILLE
QUARANTINED EXPOSURE

Needs Initial Contact

6/15/2020 3:20 PM / PALMER
QUARANTINED EXPOSURE

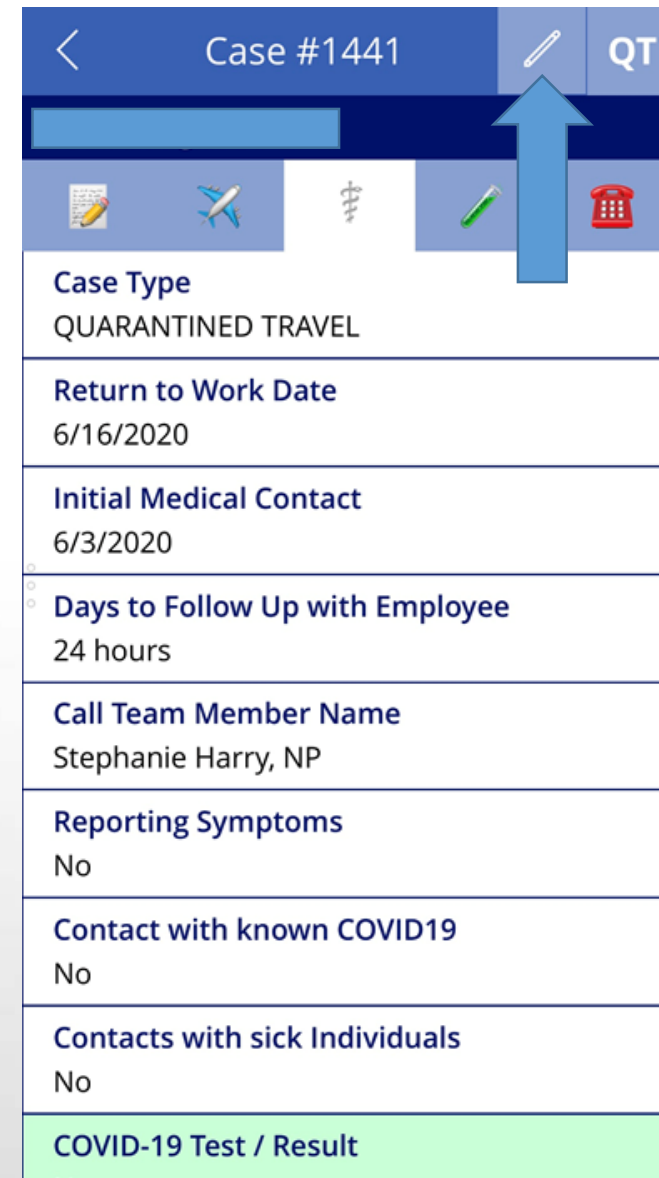
Daily Follow Up







4/6/2020 12:04 PM / LIVESAY



If an employee already being monitored develops symptoms:

- If an employee is being monitored for Travel or Exposure and they develop symptoms, please follow the next few slides.
- You will complete your follow up call, submit information as you would and indicate by typing “symptoms have developed, clearing this entry and beginning an illness entry”
- Select the Medical tab
- Select the pencil shown in the upper right hand corner next to QE/QT



<	Case #1441		QT
    			
Case Type QUARANTINED TRAVEL			
Return to Work Date 6/16/2020			
Initial Medical Contact 6/3/2020			
Days to Follow Up with Employee 24 hours			
Call Team Member Name Stephanie Harry, NP			
Reporting Symptoms No			
Contact with known COVID19 No			
Contacts with sick Individuals No			
COVID-19 Test / Result			

Employee's who have developed symptoms:

- The screen to the left will appear
- Indicate that you want to clear this case
- Then indicate that you want to open an illness case
- Click the check mark in the upper right hand corner once complete and the case will be “cleared” and a new case will now be found under “Illness”

✕ Edit Medical Info ✓

Case #1441 - 6/1/2020 QT

Clear This Case? Off

Open Illness Case? No.

Monitoring Type
QUARANTINED TRAVEL

Return to Work Date
6/16/2020

Initial Medical Contact Date
6/3/2020

Days to Follow Up with Employee
24 hours

Initial Contact Member Name
Stephanie Harry, NP

✕ Edit Medical Info ✓

Case #1441 - 6/1/2020 QT

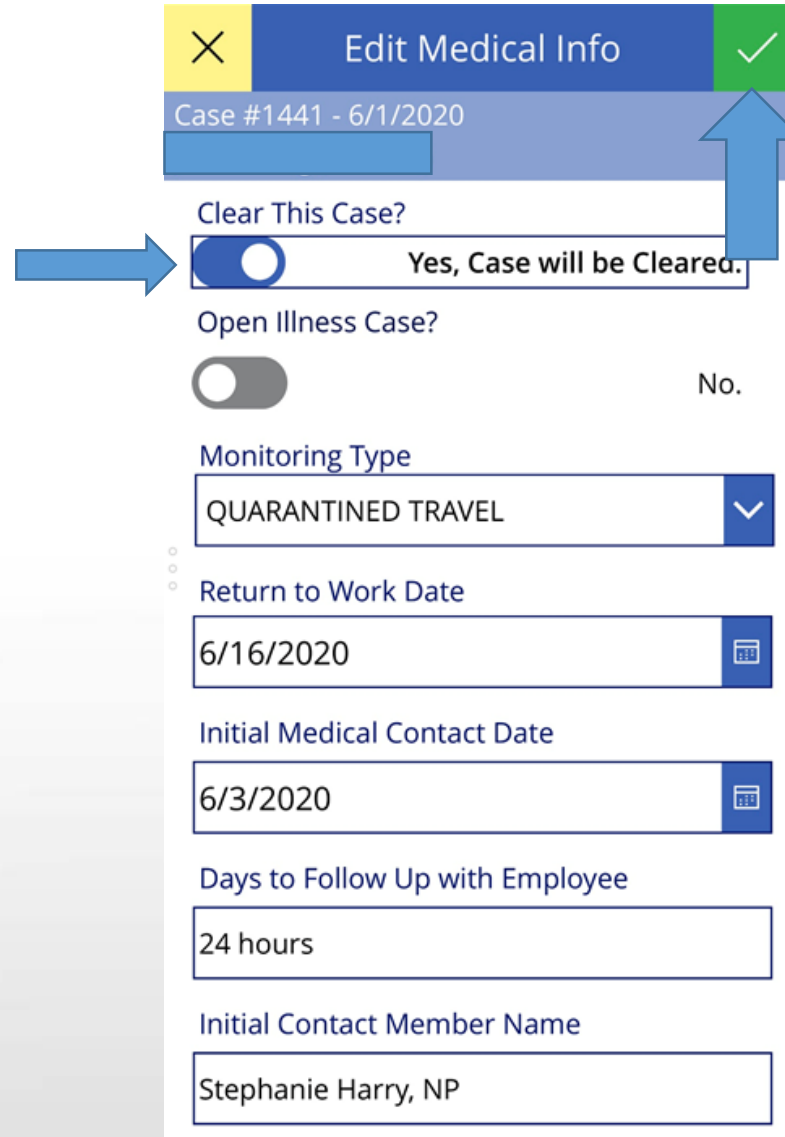
CASE WILL BE CLEARED

Open Illness Case?
Yes, a new Case will be opened.



Medical – To Clear

- To clear an employee, you will once again choose the Medical tab
- Select the pencil to edit
- Indicate “Clear this Case”
- Do NOT indicate a new case needing opened
- Select the check mark in the right hand corner
- The employee is now moved to the cleared list and will appear as “Pass” to return to work.



×

Edit Medical Info

✓

Case #1441 - 6/1/2020

Clear This Case?

☒ Yes, Case will be Cleared.

Open Illness Case?

☐ No.

Monitoring Type

QUARANTINED TRAVEL

Return to Work Date

6/16/2020

Initial Medical Contact Date

6/3/2020

Days to Follow Up with Employee

24 hours

Initial Contact Member Name

Stephanie Harry, NP