

Employer Solutions

Guide to a safe return to work

COVID-19



Dear business community



The health and safety of your employees is our highest priority. Advocate Aurora Employer Solutions values the trust you have placed in us — our expert physicians, nurses and team members. Our commitment to providing your employees with the compassionate, safe and quality care they deserve continues now and always.

For more than 20 years, Advocate Aurora Employer Solutions has taken a proven approach to identify risks, use clinical practices and coordinate care within a fully integrated network.

In response to the current COVID-19 situation, we want you to know we're here for you and your employees. To help answer your questions, we've created this resource guide filled with helpful information from our board certified physicians about steps your business can take to get your employees safely back to work.

With our fully integrated network of providers and resources, our goal is to get your employees the right care at the right time. Advocate Aurora Employer Solutions offers a full range of services to help you respond to COVID-19 while maintaining and improving the health and wellness of your employee population.

We appreciate your continued confidence in Advocate Aurora Health. For additional employer resources, please visit the Centers for Disease Control and Prevention Resources for Businesses and Employers webpage for further guidance and recommendations.

Advocate Aurora Employer Solutions

Contact us at: <https://employersolutions.aah.org/contact-us>

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What is COVID-19?



An outbreak of respiratory disease caused by a novel (new) coronavirus was first detected in China and has now been detected in other countries, including the U.S. The disease has been named COVID-19.

The situation with COVID-19 continues to rapidly evolve. The CDC offers updated information about the spread of the virus in the U.S., including a current risk assessment.

COVID-19 vs. Flu & Cold

COVID-19 symptoms*

- Cough
- Shortness of breath or difficulty breathing or at least **two** of these:
 - Fever
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - New loss of taste or smell

*does not include all symptoms

Flu symptoms

- Fever or chills
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headaches
- Tiredness
- Vomiting and diarrhea

Cold symptoms

- Sore throat
- Runny nose
- Cough
- Sneezing
- Headaches
- Body aches
- Flu symptoms

COVID-19 testing requires authorization.

If you think you've been exposed to COVID-19 or are experiencing the above symptoms, use our symptom checker or call our 24-hour hotline at **866-443-2584**. Starting with our symptom checker will quickly guide you on what to do next.

If you think you have a cold or the flu, start an e-visit or Quick Care Video Visit to see a provider 24/7.

COVID-19 symptom checker

Start a virtual visit

Return-to-work vital information



1. How to provide temperature screenings for your employees

Non-clinical company staff can safely do screenings of employees with a temperature check. Designated staff will take the temperature of each team member using thermometers and equipment procured by each site. All screeners must wear personal protective equipment (PPE) when performing the tests. Current recommendations are Level 1 procedure mask, eye protection (reused throughout shift) and gloves (thermometer dependent). Team members should remain 6 feet apart while waiting to be screened.

Screening Results

- **Pass** – All screened team members who have a temperature of **100°F (37.8°C)** or less may report to work.
- **Do not pass** – All screened team members who have a temperature that is greater than **100.0°F (37.8°C)**.

2. What if employees don't pass the screening?

Employees who do not pass the screening process should be required to go home immediately. If employees do not pass screening or think they've been exposed or are experiencing symptoms (fever, cough, shortness of breath), they can use the symptom checker in Advocate Aurora's Resource Center at aah.org/covid-19 or call the 24-hour hotline at **866-443-2584** and we'll help you get the care you need. If this is a nonurgent matter, employees can see a provider 24/7 with a virtual visit.

3. Where to provide COVID-19 testing for sick employees

There are multiple pathways to provide COVID-19 testing for employees. Together, we can determine the best location and timing that works for your business. Options include:

Onsite at business location

Employees can receive COVID-19 testing through their employer's existing onsite Advocate Aurora employer clinic or mobile testing option. An employer clinic provides primary and preventive care services to employees through access to an advanced practice provider. These clinics are equipped with staffing and resources to test employees for COVID-19.

Community testing locations

With the continued expansion of testing supplies, Advocate Aurora has expanded community testing. Testing is available to anyone in the community who is experiencing at least one COVID-19 symptom. Community testing hours vary by site. Test results are processed in three to seven days. Each individual needs to schedule an appointment to be tested.

Scheduling is made available through the LiveWell app or MyAdvocateAurora. Scheduling is also available by calling 877-819-5034 from 7 a.m.–7 p.m. Monday through Friday or 9 a.m.–2 p.m. Saturday. For the latest information on the list of sites in Wisconsin and Illinois, visit aah.org/testing.

Employees who are Advocate Aurora patients

An employee experiencing COVID-19 symptoms can contact their Advocate Aurora primary care provider during regular business hours or by sending them a message through MyAdvocateAurora or the LiveWell app any time of day. The provider will suggest visit options, which may be a video visit. Video visits are available 24/7. Based on the provider's diagnosis, COVID-19 tests may be ordered for the individual.

Reminder: If experiencing an emergency, dial 911 for immediate attention.



4. Who is eligible for serologic antibody testing?

The serologic antibody test can detect past presence of COVID-19, meaning if an individual had previously been infected or exposed to the virus. The test is conducted from a small blood sample taken by a phlebotomist or other qualified person. The antibody test is not appropriate for individuals who are currently experiencing COVID-19 symptoms because it can take one to three weeks for the body to make antibodies following an infection. At this time, testing is available to individuals who meet these criteria:

- **No fever for at least 72 hours (3 days of no fever, less than 99°F or 37.2°C, without the use of fever-reducing medication) AND**
- **Any COVID-like symptoms have improved (cough/shortness of breath, GI symptoms) AND**
- **At least 14 days have passed since any symptom onset**

5. Return-to-work process for a post-COVID-19 (positive or symptomatic) employee

Employees who have tested positive or who have become symptomatic should contact their Employee Health team and stay at home with isolation precautions until all the following criteria are met:

Non-test based strategy

- At least one day (24 hours) have passed since fever resolution without use of fever-reducing medication AND complete resolution of COVID-19 symptoms AND AT LEAST 10 days have passed since symptoms first appeared
- Non-test based strategy is the preferred strategy in most situations

Test-based strategy

- Resolution of fever without the use of fever-reducing medications
- Improvement in respiratory symptoms (e.g., cough, shortness of breath)
- Negative results from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens)



6. Workplace modifications: How to manage COVID-19 within the workplace to ensure safety

There are different recommendations depending on the worksite, including modified ventilation. General guidance includes:

Physical distancing

- Provide flexible work sites: work from home
- Provide flexible work hours: staggered work days or shifts
- Provide physical barriers between work stations, 6 feet apart
- Discourage workers from sharing desks, phones, tools, equipment, etc.

Surface cleaning

- Maintain regular housekeeping practices
- Focus on common areas: restrooms, break rooms, lobby, entrances, exits
- Focus on commonly touched items: door handles, light switches, phones, time clocks, vending machines, waste containers

Hand hygiene

- Provide wash stations with soap and water for workers and guests
- Provide alcohol-based hand sanitizers (at least 60%)

Respiratory etiquette

- Cover mouth and nose when coughing or sneezing
- Provide tissues and waste receptacles

Masking

- Provide face coverings to help reduce the spread of respiratory secretions, especially when talking, sneezing or coughing
- Cloth face coverings should be used in public settings and in situations when social distancing measures are difficult to maintain



7. Mental health tips and support

Our communities are faced with two pandemics, both COVID-19 and racism. During these challenging and stressful times, it's important to remember that how you care for your employees now will help them long term with their mental health, emotional well-being and engagement. Open, honest communication from company leadership helps employees feel supported and cared for during crisis. Consider offering them these tips as helpful self-care coping strategies.

Creating a new routine

It's important to establish a sense of purpose in our daily lives. Create a schedule for your home with all members of your household included and post your schedule for everyone to see. Make sure everyone knows the expectations and holds themselves and each other accountable.

Re-inventing self-care

Don't forget to take care of your physical and mental health. Exercise, good nutrition and socializing are directly linked to emotional well-being, so now is the time to get creative. Connect with family and friends via text, phone call or through virtual platforms. Maintain or initiate physical exercise by taking walks or going on hikes. Ensure a normal sleep schedule of seven to nine hours for adults.

Exposure to media

Limit time spent watching or listening to the news and engaging in social media. Don't leave news channels on in the background on your television or radio. And stick to the facts and keep things in perspective. Avoid news sources that may cause anxiousness or distress.

Working from home

Treat working from home just like, well, going to work! Get dressed and ready as if you were going into the office. Create a space that is for work. Use a desk or table to mimic your office setting. Schedule breaks and incorporate physical activity. Be sure to set boundaries around your work time.

Accepting the negative

Some individuals may experience various emotions such as anxiety, impatience, frustration or irritability. This can be a normal reaction when going through uncertainty. For some it's helpful to be able to identify what is working well or find ways to express gratitude.

Know when to ask for additional support

If you or someone you know is having a difficult time, it's important to reach out for help. Signs it may be time to reach out include forgetting things more often, having trouble concentrating, having difficulty making decisions, or feeling anxious, angry, guilty or sad. Stomachaches, headaches, increased irritability, trouble sleeping, crying easily, worrying excessively or wanting to isolate are also signs.

8. Sick policies

A few basic reminders for your sick policies:

1. Encourage workers to report symptoms as soon as possible.
2. Stay home if sick.
3. See recommendations on daily health checks for symptom screening and temperature checks.

9. PPE needs and policies

Masks

The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission. If someone has had exposure, they must wear a mask at all times while in the workplace for 14 days.

Gloves

According to OSHA guidelines, workers with medium exposure risk may need to wear a combination of gloves and other PPE equipment. Other workers may not need gloves but should follow strict hand washing practices. See more information at <https://www.osha.gov/SLTC/covid-19/>

10. Ongoing health and well-being of high-risk employees

Give extra consideration to high-risk employees. Employees age 65 and older and those with underlying medical conditions such as chronic lung disease, moderate to severe asthma, hypertension, severe heart conditions, weakened immunity, severe obesity, diabetes, liver disease and chronic kidney disease that requires dialysis should be considered. High-risk employees should be encouraged to self-identify.

Advocate Aurora follows guidance from the CDC and local and state health agencies. Since COVID-19 is a rapidly evolving situation, guidelines and protocols change quickly and frequently. Please continue to visit the [CDC website](#) for the most up-to-date information.



Program offerings



Screening and testing

- **Essential employee screening services**
 - Guidance on implementing an employer screening program
 - Fast access to virtual visits for employees with symptoms
 - Testing services for employees with symptoms
- **Back-to-work guidance, including testing support**
- **Optional onsite clinical resources**
- **Occupational health services**
 - Return-to-work post-COVID-19 virtual visit evaluations
 - Workers' compensation support
 - Consultation services for workplace hygiene, spacing, personal protective equipment (PPE) and disinfection protocols

Ongoing support

- **Guidance and educational services**
 - Education and support tools for your employees and their dependents
 - Clinical guidance on interpreting risk and recommending mitigating strategies
- **Expediated clinical access**
 - Virtual health offerings
 - COVID-19 symptom checker tools
 - Assistance helping employees find a primary care provider
- **Well-being services**
 - Mental health tools for leaders and employees
 - Immunizations

Primary care services



At Advocate Aurora, we're committed to the wellness of our patients and our community.

Our physicians and providers, nurses and team members are committed to helping individuals maintain good health. The first step in creating a health plan for all stages of your life is finding and selecting a primary care provider.

Primary care providers are family medicine doctors, internal medicine doctors and pediatricians who assist with preventive care, gynecological care, chronic condition management and illness treatment. If you require more in-depth care, we can connect you with Advocate Aurora professionals in a wide range of medical specialties.

Primary care services include:

- Annual physicals
- Preventive care
- Immunizations
- Nutritional counseling and weight management
- Acute care, pediatrics and comprehensive prenatal and childbirth care

To find a primary care provider:

For Advocate Health Care, visit advocatehealth.com/find-a-doctor

For Aurora Health Care, visit aurora.org/findadoctor

Access care virtually anywhere

Our virtual health offerings are powered through the LiveWell mobile app or MyAdvocate Aurora website. It's a great way to get fast access to virtual visits for employees with symptoms and return-to-work post-COVID-19 virtual visit evaluations.

Quick Care Video Visit

For minor health concerns, we're here for you 24/7. Get the help you need from one of our providers and get back to being you.

Video visit with your provider

You can often schedule video visits with your primary care provider, specialists and other members of your care team. Call your provider's office to schedule.

E-visit

E-visits are available 24/7. Just fill out a few questions about what's bothering you and get your diagnosis sent to you.

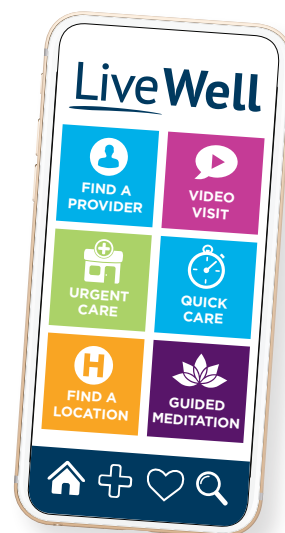
Completing your video visit is easy

1. Sign into MyAdvocateAurora or create an account at aah.org/myadvocateaurora
2. Test the video tool, Zoom, to make sure your audio and video works
3. Complete PreCheck-In to register for your appointment
4. Start your visit

View step-by-step instructions at: aah.org/scheduled-video-visits

Get the most powerful health and wellness tool – to go.

With our LiveWell with Advocate Aurora Health app, managing your entire family's health is in the palm of your hands. Scheduling appointments, medications and notifications has never been easier! Access your family's information and more all in one convenient place.





We're here for you

Your health and safety is our highest priority. The Advocate Aurora Safe Care promise provides additional measures to protect you and our team members. In person or online, we're here for you.



Virtual check-in

Checking in with digital devices provides for seamless, low-contact arrivals.



Screening

Everyone goes through a COVID-19 screening before entering our locations.



Masking

Anyone who enters our locations wears a mask. If you don't have one, we'll gladly provide it.



Social distancing

Our rearranged waiting areas and staggered appointment times reduce traffic and create safe spaces.



Enhanced cleaning

We've enhanced cleaning in all areas, including additional disinfectant for high-touch spaces.

LiveWell

with Advocate Aurora Health

Manage your health and wellness – all in one place.

- Quick Care Video Visits and e-visits 24/7
- COVID-19 Symptom Checker
- Online chat with your doctor
- Everyone you care for – in a single view
- Meditation exercises and health quizzes
- Trusted source for COVID-19 and health news
- Test results and notifications
- Prescription refills



Get the mobile app

Use your phone to scan the QR code and download our app.

Explore app features at aah.org/livewell.



Video visit with your provider

You can often schedule video visits with your primary care provider or other members of your care team. Call your provider's office to schedule.