



For Internal Use Only

Addressing Safety Amid Recovery

Provider Talking Points

- **PPE and other essential supplies**
 - All of our staff members have the Centers for Disease Control (CDC) recommended PPE and essential supplies. All Piedmont staff, patients and visitors in our facilities **MUST** wear a mask (brought from home). If they do not have one, one will be provided for them by staff.
 - Maintaining inventory
 - Piedmont has a contingency plan in place and are ordering extra supplies to be stockpiled in preparation for another surge or crisis.
 - Our supply chain is working with our distributor to secure the appropriate PPE supplies needed.
- **Patients' reluctance to seek care**
 - Safety measures have slowed the spread of COVID-19. We are booking appointments and have resumed essential surgeries and procedures. As we restart elective procedures and surgeries, we'll continue to follow guidance from the CDC, the Centers for Medicare & Medicaid Services (CMS) and other experts.
 - Piedmont safety precautions include:
 - Mobile Waiting Rooms: Patients will be asked to stay in their cars until receiving a call or text from the office to enter.
 - Each hospital staff member and patient will have their temperature taken by a digital temporal thermometer.
 - Inside our offices, we are enforcing social distancing and spacing chairs at least 6 feet apart.
 - All patients and staff are required to wear a mask at all times. Patients must bring a mask from home. If the patient does not have one, one will be provided for them.
 - Virtual visit option:

- Over the past seven weeks, Piedmont physicians have performed 71,000 virtual visits. Currently, that number is totaling 1,000 a day. For patients who are older and/or immunocompromised, the provider will determine if virtual visits are available.
- **COVID-19 test availability**
 - Piedmont urgent care clinics can refer patients for testing. Walk-in appointments are not currently accepted. Patients can book a virtual visit with a Piedmont urgent care provider at [piedmont.org/urgentcare](https://www.piedmont.org/urgentcare) to be screened. If testing is recommended based on the patient's screening, the provider will book the appointment to receive a COVID-19 nasal swab test at the nearest Piedmont Urgent Care location.
 - <https://www.piedmont.org/covid-19/antibody-testing>
 - <https://www.wellstreet.com/covid-19-testing-piedmont/>
- **Environmental infection-control standards**
 - We have the staff, facilities and protocols to care for patients with infectious diseases and keep people safe. Each Piedmont facility has rooms that isolate infectious patients and feature ventilation systems that do not allow the exchange of air with other areas of the hospital.
 - Piedmont will continue our already strict decontamination processes, including the use of EPA-approved virus-killing products to clean and disinfect exam rooms and high-touch areas. All our facilities follow operating procedures consistent with CDC guidelines, government requirements and our healthcare system's Infection Prevention and Epidemiology recommendations.
- **Scheduling elective cases (dependent on other sites of care)**
 - With proven safety precautions, all elective surgeries and procedures are available for scheduling.