



## PHG COVID-19 Update: July 6

Dear Valued Providers

We want to be a resource to our Premier Health Group Independent providers. As our health care system begins to stabilize, we will provide clinical and operational updates as they become available to continue and provide support to providers.

In addition, we have created a resources page on the [PHG website](#).

Please feel free to contact us directly at **(937) 499-7441** with any questions you might have or if you would like to speak with our Medical Director, Scott Swabb, DO.

Yours sincerely,

Renee George  
President, Premier Health Group

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## City of Dayton Requires Face Coverings/Masks

Mayor Nan Whaley and the City of Dayton announced an ordinance requiring the use of face coverings or masks in public spaces or where physical distancing cannot be maintained. Anyone found in violation of this order could be fined \$85. For complete details visit: [Mask Ordinance](#)

It is important to note that, at this time, Premier Health has seen only a small increase in the percentage of COVID-19 positive test results or the number of COVID-19 related hospitalizations across our system, which has not impacted patient care operations.

In this unprecedented time, everyone has a role and responsibility to protect and uphold public health initiatives. You may recall that Premier Health launched a universal masking policy in early May as part of our ongoing efforts to keep our patients and staff safe and to reduce the risk of virus transmission. As a reminder, **the use of face masks is now required at all times within each Premier Health facility, including in elevators and stairwells.**

As providers, we have a duty to not only promote public health but to act as role models when out in our communities. Team members should wear a face covering or mask if they must leave their home for any public setting such as a grocery store, gas station, pharmacy or other essential business or when interacting with anyone outside their home when social distancing of at least six feet is not possible.

Thank you for your efforts to keep our communities safe.



## COVID-19 Update

This is an update on COVID-19 and other related topics.

### Universal Masking:

- As a reminder, the Non-Isolation Related Personal Protective Equipment Policy is still active. All Premier Health employees must wear a mask or face covering at all times while in a Premier Health facility.

### Current Situation and Summary of COVID-19 Cases:

- Locally:
  - Premier Health has cared for more than 410 COVID-19 patients.
  - The highest volume of positive results was in June, partly because of the increased and expanded testing. The overall positivity rate has been around 4 to 5%. That means that of all the patients we have tested across Premier Health, about 4 to 5% of the results have come back positive. Most of the new cases have been ambulatory outpatients. COVID-19 cases presently account for less than 7% of all hospitalized patients across Premier Health hospitals.
  - The average inpatient mortality rate is about 10%. That means of all the patients that have tested positive while hospitalized, about 10% have died from the disease. A 90% hospital survivability rate is a success!
- Ohio:
  - Ohio has had more than 49,000 confirmed cases (as of 7/1/2020). The spread has been fairly flat since the end of April, with some areas of increased activity in the past month.
  - Many resources are available on the Ohio Department of Health Coronavirus website: <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home>
- Nationally:
  - The first positive case was reported in the US on January 21, 2020, and there are now over 2.6 million total cases. The US has seen a slight decrease in new cases since the end of April, however there are hotspots emerging across the country.
  - Many resources are available on the Center for Disease Control Coronavirus website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Globally:
  - The first positive case was reported in Wuhan City, China in December 2019 and has spread to over 10.3 million cases worldwide. The rate of spread has varied country by country.
  - Many resources are available on the World Health Organization COVID-19 pandemic website: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

### How you providers help:

- Follow the strict disinfecting and physical distancing protocols, at work and elsewhere.
- Wear a mask at all times when in the workplace.
- Wash your hands often! Use soap and water and wash for 20 seconds or use hand sanitizer.

If you are feeling ill, do NOT come to work.



## CompuNet Client Services and Patient Services Contact Changes

### Contacting Client Services (937) 297-8260

To reduce the hold times for providers and patients during this extremely busy period, CompuNet's Client Services department has set up voice mail boxes for providers and patients to leave a message for a return call.

**For Providers:** callback messages will be returned to your office within 24 hours, Monday through Friday, 8:30 a.m. to 4:30 p.m. If your office is open on Saturdays, Client Services will return your call on Saturday.

**For Patients:** callback messages will be returned to patients seven days a week between the hours of 10:30 a.m. to 7 p.m.

Providers also have the option of working directly with their CompuNet account representative who can assist you with resolving any outstanding issues. If you do not know who your account representative is, please call (937) 297-8336.

### Patient Services

Our patient service centers are experiencing record patient volumes and, as we practice patient safety measures such as social distancing, this has resulted in increased patient wait times. We have also experienced unusually high phone call volumes at the patient service centers from patients seeking test results. So that we can focus our attention on our waiting room patients while also providing answers to patients calling for test results, CompuNet will add a phone message at each patient service center to direct patients to the Client Services voicemail box for faster service. (See *above*).

### Lab Information System Progress Update

We continue to resolve some remaining issues related to test results and turnaround times though we have made great progress in the past week.

We recommend contacting your CompuNet account representative who can oversee resolution. If you do not know who your account representative is, please call (937) 297-8336.

The following process is also available:

**Checking on lab results:** You have the option to fax a list of patient names and dates-of-birth or request "all labs from date xx/xx/2020 to xx/xx/2020. Faxes can be sent to: (937) 296-1924.