

COVID-19 Operational Updates

Information medical staff

April 2 at 2:20 p.m.

Sent on behalf of Dr. Maureen O'Donnell & Susan Wannamaker

Chief medical officer and chief operating officer of PHSA's COVID-19 EOC

Thank you for your ongoing efforts and dedication to responding to the COVID-19 pandemic. As the situation continues to evolve on a daily basis, we appreciate that there is new information coming to you frequently. We are doing our best to streamline communications.

Our *Critical COVID-19 News* bulletins (**red banner**) are being sent on a daily basis – these contain the 'need to know' updates and the latest developments. Stay tuned for a *Critical COVID-19 News* bulletin coming later today.

Sometimes, we supplement the *Critical COVID-19 News* bulletins with these *COVID-19 Operational Updates* (**blue banner**) – these are intended to bring important resources back to the top of your inbox and ensure you have the latest information.

All bulletins are posted and archived on our external website.

Operational updates:

- 1. Today's staff town hall recording**
- 2. Pacific Blue Cross updates and telehealth**
- 3. Perks and discounts for health care workers**
- 4. Reminder: B.C. government's non-medical COVID-19 information line**
- 5. Reminder: Survey for health sector workers who travel to work by ferry**

Today's staff town hall recording

- A town hall was held for staff today – should you be interested in viewing it, the recording is [posted online](#).
- You can also [watch the highlights reel](#).
- Our next medical staff town hall (teleconference) will be on **Monday, April 6 at 7 a.m.**

Pacific Blue Cross updates and telehealth

- For those medical staff who are part of Pacific Blue Cross benefits, the Healthcare Benefits Trust (HBT) team is working closely with Pacific Blue Cross to ensure people have access to tele-health and virtual services to support ongoing care during COVID-19 pandemic.
- Currently, reimbursement is available to employees for the following services: Registered Counselling, Psychological Services, Naturopathic Services, and Prescription Medication Home Delivery. These services will be available and reimbursed post-COVID-19.
- There are two new services available for employees during COVID-19: Tele-Physiotherapy and Tele-Chiropractic treatments, both of which are eligible for reimbursement from March 24, 2020 until June 24, 2020.
- To learn more about COVID-19 resources offered by Blue Cross, please visit [their site](#).

Perks and discounts for health care workers

- A list of some of the perks and discounts specific to health care workers and first responders during the COVID-19 pandemic is [posted on our website](#).
- These include an at-home fuel service, food and beverage discounts, exclusive shopping hours, and more.

Reminder: Survey for health sector workers who travel to work by ferry

- A friendly reminder to PHSa staff who rely on BC Ferries to commute to and from their workplace: today is the last day to review and [complete the survey](#) regarding potential schedule changes for BC Ferries.
- The survey will be available until 10 p.m. tonight and is being conducted in order to protect essential ferry services by reviewing service levels to ferry-dependent communities.

Reminder: B.C. government's non-medical COVID-19 information line

- There is a phone line set up by the B.C. government dedicated to **non-medical** COVID-19 information: 1-888-COVID19 (1-888-268-4319).
- Resources are available if you have non-medical questions regarding COVID-19, such as inquiries related to travel, pets, food safety, prevention and risks, and more. You may wish to refer some of the more general inquiries you are receiving to this number.
- The phone line is open 7 days a week from 7:30 a.m. – 8 p.m.
- You can also visit the [BCCDC website](#) for more information.

Thank you for your continued dedication

The service that each and every one of you offers for patients and families – and the essential support you provide to provincial systems – is critical, and is making a meaningful difference in B.C.

Your ongoing sources of information

- We are sending daily updates. Watch for emails from phsacomm@phsa.ca.
- Stay tuned for the next all-staff virtual town hall date! Continue to send in your questions via [Slido.com](https://www.slido.com) using the event code **#PHSAMedicalStaff**. 'Like' questions that are similar to yours to let us know the priority topics to cover at our virtual town halls and in future communications.
- Continue to check the [BCCDC's website](#) as a trusted source of information.
- Visit the [staff COVID-19 section on phsa.ca](#) to access [PHSA News](#) and COVID-19 information when off the network.
- We have opened up a [new staff COVID-19 section on phsa.ca](#) where employees can access the same information that is posted on POD, but when off the network.
- BCEHS alerts and updates are on the [BCAS intranet](#) and in the [BCEHS Handbook](#). *[Note: you must be on the BCEHS network to access these links].*
- For site-specific questions, please check in with your manager or clinical leadership.
- For trusted information from around the world, please check the [World Health Organization website](#).