

A Publication for Direct Patient Care Providers

COVID-19 Care Signage Available Now

A new wall cling has been created to help you determine what personal protective equipment you need to care for a PUI or COVID-19 positive patient. [You can get all the ordering information on the staff signage Infonet page.](#) This page updates regularly with any available new information or signage.

Lodging Available for Staff

UPMC remains committed to providing resources to assist with personal preparedness plans.

We offer assistance through a partnership with hotels and lodging facilities throughout the UPMC communities. This provides options for reduced-rate hotel accommodations for staff who prefer to stay close to the hospital while caring for our COVID-19 patient population. In some instances, indicated and authorized expenses may be covered.

Lodging options vary based on hospital and region. [Complete this form to make your request](#), and your local command center will contact you within 24 hours with details on the accommodations that have been approved for your specific needs and circumstances. If you have an urgent same-day request, engage with your leader or contact the local command center by phone for an expedited response.

Please note that these accommodations are for those patient care staff and essential services personnel involved in care for positive or suspected COVID-19 patients.

Updated COVID-19 Coding Guidelines

The updated coding guidelines are organized by dates of service.

- [COVID-19 Coding Guidelines for Dates Prior to April 1, 2020](#)
- [COVID-19 Coding Guidelines for Dates of Service on April 1 and After](#)

New and Updated Clinical Guidelines

Essential Services Resources

- [COVID-19 Transport Guidelines](#)

Intensive Care Unit Resources

- [COVID-19 Intensive Care Unit Management](#)
- [COVID-19 Intensive Care Unit Sedation and Analgesia Options](#)
- [Mechanical Ventilator Resource Management Guide](#)
- [Prone Positioning the Non-Intubated Awake Patient](#)

Emergency Department Resources

- [COVID-19 Emergency Department Intubation Process](#)
- [COVID-19 Emergency Department Guidelines](#)

Medical Surgical Resources

- [COVID-19 Medical Surgical Admission Guidelines](#)
- [COVID-19 Medical Surgical Treatment Guidelines](#)
- [COVID-19 Medical Surgical Disease Specific Information](#)
- [COVID-19 Medical Surgical Discharge Guidelines](#)
- [COVID-19 Laparoscopic, Robotic, and Thoracoscopic Surgery Guidelines](#)

Behavioral Health Resources

- [COVID-19 Behavioral Health Hospital Inpatient Internal Process](#)
- [WPH COVID-19 Current Symptomatic Patient Decision Tree](#)
- [WPH COVID-19 Inpatient Unit Internal Process](#)

Watch the Provider Town Hall

In case you missed it, [watch the recording of the COVID-19 town hall for physicians and advanced practice providers.](#)

COVID-19 Testing Process Changes

To efficiently test inpatients and health care workers for COVID-19, a few regional hospitals are working on bringing up an in-house COVID test. The following hospitals are now changing where they send samples for testing:

- **UPMC Chautauqua, UPMC Susquehanna, UPMC Hamot, and UPMC Altoona** all test inpatients in-house.
 - Each site sends health care workers' samples to Quest for testing.
- **UPMC Pinnacle** will test their health care workers and inpatients in-house.

Quest prioritizes all UPMC health care worker testing.

We also now can use VTM media for the site Cepheid testing, simplifying processes at many locations.

New Chatbot Serves as Patient-Facing COVID-19 Screening Tool

UPMC has a new patient-facing COVID-19 screening tool using a chatbot. It resides in the MyUPMC app and will be launched on the COVID-19 page on UPMC.com. When you log on, the chatbot requests an answer to a series of yes/no questions to provide a tailored recommendation of best next steps. The tool is fast, consistent, and can be updated and revised as the COVID-19 situation evolves.

Our tool uses local expertise guided by experiences at the CDC, WHO, Apple, and others. It will help direct patients to the right starting point for care, including UPMC AnywhereCare, traditional telemedicine, nurse triage, UPMC Employee Health, and self-care

recommendations as appropriate. Our COVID-19 leadership team, particularly Dr. Bart and Dr. Suyama, several UPMC Health Plan teams, UPMC Enterprises, and the Wolff Center, developed the tool.

Resource Page and REMAP Model Ensures Standardized Care, Access to Innovative Therapies

To facilitate tracking COVID-19 cases throughout the UPMC system, a standardized inpatient workflow Resource Page has been deployed that will simultaneously allow consistent, simple information to be available along with prompting access to both standard care and to innovative therapies.

[The innovative, investigative model is called REMAP](#), which stands for randomized, embedded, multi-factorial, adaptive, platform design. When a patient is admitted to a UPMC facility with COVID-19, they will be given the option to participate in a study. If they consent, REMAP will randomly assign the patient to a control group or to receive one of the treatment options for COVID-19. REMAP uses real-time data from our electronic health record to learn which methods are proving less effective, and focus on those more likely to aid. As studies progress, REMAP will “weed out” the less effective treatments quickly and limit placebo therapy. The REMAP model will help us determine what helps faster, with fewer patients. Watch for more information on REMAP in upcoming Clinical Care Delivery Updates.