



August 14, 2020

To our Residents, Patients and Family Members:

We are committed to keeping you informed about the latest happenings as it relates to the COVID-19 pandemic.

Rapid Testing

The Department of Health and Human Services (HHS) recently [announced](#) that it will begin providing nursing homes with a Point of Care (POC) rapid response testing instrument to bolster each facility's ability to prevent the spread of COVID-19. Bartram Crossing received its POC machine this week. We are expecting University Crossing to receive one soon. This will allow us to provide same day COVID-19 testing for our residents and patients, as needed. In addition to the bi-weekly staff testing, this will help greatly reduce the risk of exposure and decrease the time in isolation for our patients. We are currently developing our policies and processes related to its use and will provide more information when available.

Symptom-Based Strategy

The CDC is also now recommending a [symptom-based strategy](#) for return to work and discontinuation of isolation for patients and residents. A test-based strategy is no longer recommended (except in specific circumstances) because, in the majority of cases, it results in prolonged isolation of patients who are no longer infectious. The new symptom-based strategy provides the following guidelines:

For Patients/Employees with mild to moderate illness who are not severely immunocompromised:

- At least 10 days have passed since symptoms first appeared and
- At least 24 hours have passed since last fever without the use of fever-reducing medications and
- Symptoms (e.g., cough, shortness of breath) have improved

Note: For patients who are not severely immunocompromised and who were asymptomatic throughout their infection, Transmission-Based Precautions may be discontinued when at least 10 days have passed since the date of their first positive viral diagnostic test.

For Patients/Employees with severe to critical illness or who are severely immunocompromised:

- At least 20 days have passed since symptoms first appeared and
- At least 24 hours have passed since last fever without the use of fever-reducing medications and
- Symptoms (e.g., cough, shortness of breath) have improved

Virtual and Window Visits

Although we still aren't able to allow visitors in, we hope you have been enjoying the increased opportunities for window visits. We are also excited to share that our additional facilitator for the Bartram campus starts on Monday! With three facilities, we realized we needed extra help to increase the number of spots available.

As a reminder:

- Facetime or Zoom virtual visits are available Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. with the final call starting at 6:30 p.m. Each call will last for 30 minutes.
- Window visits can be scheduled Mondays, Wednesdays, Fridays and Sundays from 10 a.m. – noon and 5:30 - 6:30 p.m. for approximately 20 minutes each.

To schedule, please call **(904) 990-6186** on Mondays, Wednesdays, Fridays and Sundays from 10:30 a.m. – 7 p.m. or send an email to ConnectWithBrooks@brooksrehab.org.

Additional Communication Opportunities

- Status updates: The assigned nurse will communicate directly with you if there is any change in the condition of your loved one.
- Care plan meetings: These are available via phone and scheduled by a member of our team.

Ongoing Safety Measures

Please be assured that residents and staff safety is still our number one priority. We continue to follow all Agency for Health Care Administration (AHCA), Department of Health (DOH) and Centers for Medicare & Medicaid Services (CMS) regulations, which include:

- Screening anyone entering the facility for COVID-19 symptoms.
- Monitoring all residents and staff for any signs or symptoms of illness daily, including temperature checks.
- Not admitting anyone to our skilled nursing or assisted living campuses unless they have a negative COVID-19 test.
- Encouraging telehealth visits instead of an off-site physician's visit when appropriate. We will also continue to follow the DOH recommendations to quarantine any patient or resident leaving the facilities for outside doctor appointments, emergency room visits or hospitalizations until they receive a negative COVID-19 test result.
- Maintaining our strict infection prevention strategies, including deep cleaning and disinfecting of all areas and surfaces.
- Testing all staff entering a long-term care or an assisted living facility for COVID-19 every two weeks. We want to assure you that any staff member who tests positive is immediately quarantined away from the facility and not allowed to return to work until meeting the symptom-based guidelines outlined above.

- Continuing with universal masking: Staff must wear a mask at all times. We are also providing face shields for additional eye protection as a way to reduce any potential risk in the event of an exposure. Residents must wear a mask or face covering when either outside their room or if a staff member is inside the resident's room.

We also want to remind you that our weekly communications along with a schedule of our monthly activities and our menus are available on the [Bartram Crossing](#), [Bartram Lakes](#) and [University Crossing](#) websites. We also encourage you to follow our social media channels for photos and information. Brooks Rehabilitation is on [Facebook](#), [Instagram](#), [Twitter](#) and [YouTube](#). Bartram Lakes is also on [Facebook](#).

Thank you again for allowing us to care for your loved ones. If you have any questions, please feel free to reach out to Andy Andre or Maria Interiano directly.

Sincerely,

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