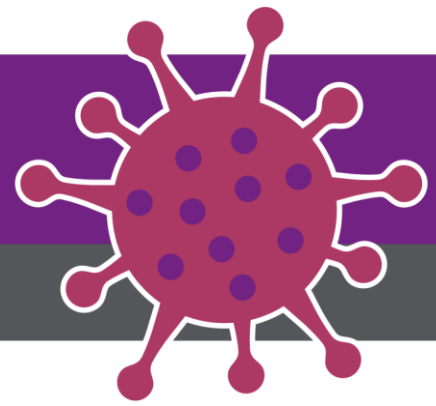


CORONAVIRUS DISEASE 2019 (COVID-19)

General Ministry Preparedness Frequently Asked Questions



Audience: All Colleagues

Revision Date: 3/12/2020

Version: Version #1

Important: New questions and answers will be added to this file frequently.

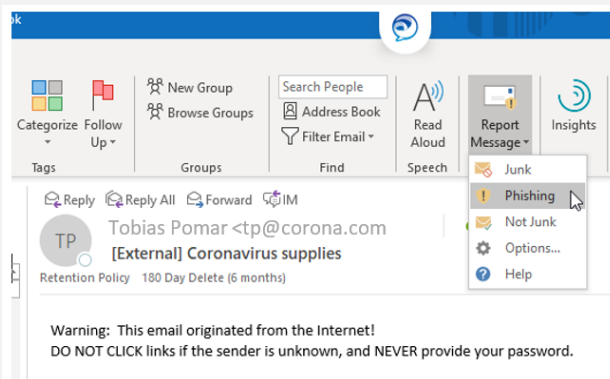
Question	Answer
1 How is Trinity Health preparing?	<p>Trinity Health continues to work with the Centers for Disease Control and Prevention (CDC), along with state and local authorities, to monitor COVID-19 and ensure we are prepared. Our system-wide incident command team is in place, led by Tammy Lundstrom, M.D., J.D., who is our chief medical officer and is an infectious disease expert. The team is working across the system to prepare, including:</p> <ul style="list-style-type: none">• Ensuring clinicians have the protocols, processes and resources they need;• Carefully monitoring and securing the related supplies, pharmaceuticals and medical equipment;• Reviewing HR policies to plan for scenarios related to sick colleagues, work from home, travel and other contingencies should they be needed; and• Communicating with candor and care to reassure colleagues, patients and our communities that we are fully engaged and prepared. <p>Together, we will continue to serve our communities with the same caring, collaboration and excellence that served our communities during SARS, H1N1, Ebola and other global health crises.</p> <p>It is likely that some Trinity Health ministries will identify confirmed cases of COVID-19. They are prepared to respond, keep all safe and use precautions to prevent spread.</p> <p>Our ministries' multidisciplinary teams will continue to monitor, plan, practice, train and communicate in line with Trinity Health, CDC and state and local health authority guidelines. Many ministries have also implemented local incident command centers, which will escalate all issues and concerns to the Trinity Health System Incident Command to ensure coordination and consistent approaches. Local work related to human resources, communications, supply chain and clinical protocols will be coordinated with our Trinity Health System Incident Command.</p>
2	<p>Yes, the Enterprise Information Security team is reporting increased phishing attempts targeting Trinity Health colleagues. These messages contain coronavirus-related information such as security tips, fraudulent donation solicitation and offering of services and products such as</p>

Question

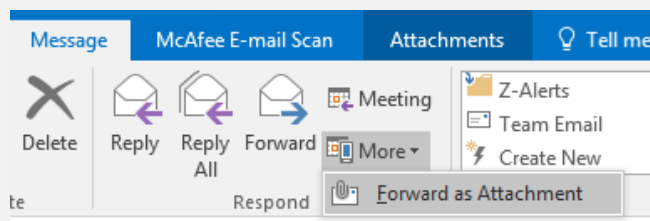
Answer

Is there any risk to our email security during this time?

breathing masks. **Do not open any file, or click on any links, from email with an “[External]” tag in the subject line.** If you believe you received a suspicious email, report it immediately using the Report Message button on your Outlook toolbar.



Or forward the email as an attachment to spam@trinity-health.org. You will receive important COVID-19 updates through your usual ministry communication channels and on the Trinity Health Pulse intranet.



3

What do I do if a member of the news media asks me questions about how our organization is preparing for coronavirus or about a patient?

Please follow your ministry's media policy by referring the person to the media relations team at your ministry.

4

Where do I find up-to-date information about COVID-19 and our preparations?

Please visit our [Coronavirus page](#) on Pulse, our intranet, for the latest updates, our system-wide planning, CDC updates, clinical and HR guidance, FAQs, online resources and other important information. It is frequently updated.

Please visit your ministry's intranet Coronavirus page for additional information and instructions.

The [CDC website](#) is updated frequently.

