

# COVID-19 POSITIVE NOTIFICATION AND RESPONSIBILITY



**OBJECTIVE:** To describe responsibilities with regard to notification and communication in the case of a student, faculty member, or staff member testing positive for COVID-19.

**PRIVACY:** All communications must guard the federally protected privacy of affected individuals, and all information shared by Emory officials and their designates is considered confidential employment or student-related health information. The use and disclosure of this information should be conveyed on a strict need-to-know basis for purposes of responding to the pandemic and assuring workplace and community safety.

**COMPLIANCE:** This document includes the implementation of a COVID-19 risk mitigation team or officer. Each school or unit should establish a risk mitigation team or officer who is responsible for ensuring appropriate handling of COVID-19-positive faculty, staff, and students including communication, reporting, and cleaning.

- **Administrative unit:** This may be handled by the HR lead and the business officer.
- **Schools:** The team should include representatives from both HR/CBO areas and areas with responsibility for students. Communications directors should be included.

## INSTRUCTIONAL GUIDE FOR EMPLOYEES

for notification and communication of a COVID-19 positive test

*Includes: faculty, staff, postdocs, fellows, trainees*

### How to report COVID-19 situations:

- **CALL:** The Emory Healthcare COVID-19 Information and Nurses Line at 404.71.COVID (404.712.6843) to gain access to an evaluation and testing with the assistance of Emory Healthcare.
- **NOTIFY:** Immediate supervisor
- **(ALT CALL):** If accessing a COVID-19 test from a testing facility outside of Emory Healthcare (i.e., public health facility), employee must call the Office of Injury Management (OIM) at 404.686.8587 to report results.  
*\*Family or others should notify for employees who are hospitalized or otherwise incapacitated.*



### If an Employee . . .

- Tests positive or has symptoms of COVID-19; or
- Is identified as a close contact of someone who tests positive for COVID-19 (contacted by the Department of Public Health or Emory's Contact Tracing Unit).



### Then . . .

- Employee calls the COVID-19 Information and Nurses Line or his/her medical provider for a test (if not yet tested, is symptomatic, or has been exposed).
- Notifies supervisor.
- Isolates or quarantines at home until cleared to return to work (10–14 days, depending upon exposure) by OIM.
- Seeks medical care if symptoms worsen.

### IMPORTANT CONTACTS

- **Emory Healthcare COVID-19 Information and Nurses Line:** 404.71.COVID (404.712.6843)
- **Emory Occupational Injury Management Office (OIM):** 404.686.8587

### STAY SAFE REMINDERS

- **Stay home if you have fever or are not feeling well**
- **Avoid large gatherings**
- **Practice physical distancing**
- **Wear appropriate face coverings**
- **Practice good hand hygiene**
- **Telework when possible**

### DEFINITIONS

**Close contact:** *Within 6 feet of a COVID-19 positive (COVID+) person for 15 minutes or longer (rules for health care personnel differ if wearing PPE).*

**Quarantine:** *Separates those who have been exposed to a COVID+ individual and equals date of last close contact, plus 14 days.*

**Isolation:** *Separates those who are confirmed COVID+ and equals 10 days have passed since symptoms first appeared and at least 24 hours since last fever without fever-reducing medications; and 10 days have passed since the date of positive COVID-19 test for asymptomatic individuals.*

## INSTRUCTIONAL GUIDE FOR SUPERVISORS

for notification and communication of a COVID-19 positive test

### If an employee reports COVID-19 symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain or body aches
- Sore throat
- Loss of taste or smell (without a stuffy nose)
- Headache
- Congestion or runny nose
- Nausea, vomiting, or diarrhea



### Then . . .

- Send the employee home and provide instructions for seeking advice from the Emory Healthcare COVID-19 Information and Nurses Line;
- Call Environmental Services for cleaning and guidance about the need to close off the area used by the sick person; and
- Use the illness template letter to notify co-workers in the unit/lab/department while maintaining confidentiality.

*\* Health information is protected; do not disclose names or other identifiers.*

### If an employee reports a positive COVID-19 test



### Then . . .

- **CALL:** The Emory Environmental Health and Safety office at 404.727.2888 to request disinfection of the work site or lab.
  - **COMMUNICATE:** Communicate directly with all others in the unit/lab/department that a person tested positive using the COVID-19 template letter (must protect confidentiality). If unit leaders feel it is necessary to communicate with others prior to a test result, they can do so using the illness template letter. The template letters should be sent PRIOR to scheduling Environmental Services to clean the area.
  - **NOTIFY:** If the unit/lab/department is located in a multi-use, shared building, notify other unit/lab/department leaders within the same facility.
  - **NOTIFY:** School/business unit leadership and school/unit HR office of the occurrence.
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### If an employee reports that a member of his/her household has tested positive for COVID-19



### Then . . .

- Advise the individual to report the situation to OIM to seek guidance and need for return-to-work clearance.
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### IMPORTANT CONTACTS

- **Emory Healthcare COVID-19 Information and Nurses Line:**  
404.71.COVID  
(404.712.6843)
- **Emory Environmental Health and Safety office (EHSO):** 404.727.2888
- **Emory Occupational Injury Management office (OIM):** 404.686.8587

### ENCOURAGE EMPLOYEES TO

- Stay home if they have fever or are not feeling well
- Avoid large gatherings
- Practice physical distancing
- Wear appropriate face coverings
- Practice good hand hygiene
- Telework when possible

## INSTRUCTIONAL GUIDE FOR SCHOOL/BUSINESS UNIT

for notification and communication of a COVID-19 positive test

### To oversee management of COVID-19 positive employees and students within a business unit or school:

- Consider appointing a COVID-19 officer, or another person to ensure communications have been sent to the appropriate audiences, environmental cleaning has been requested/completed, and other health and safety safeguards have been initiated (specific responsibilities outlined below);
- Promote healthy behaviors to aid in minimizing disease transmission; and
- Consult with Emory's Office of Critical Events Preparedness and Response (CEPAR) as needed.

### Role of a COVID-19 coordinator or risk mitigation team

- Ensure that department supervisors have completed their administrative and communication responsibilities;
  - Need-to-know communications to co-workers, students, and/or shared space unit leads (protecting individual privacy for all employees and students)
  - Ensure space cleaning takes place
- Serve as conduit of information to dean/CBO; and
- Escalate issues that may need attention/resolution at the governance or policy-making level.

### IMPORTANT CONTACTS

- **Emory Healthcare COVID-19 Information and Nurses Line:** 404.71.COVID (404.712.6843)
- **Emory Critical Event Preparedness and Response Division (CEPAR):** 404.712.1300
- **Emory Environmental Health and Safety Office (EHSO):** 404.727.2888
- **Emory Occupational Injury Management Office (OIM):** 404.686.8587
- **Emory Student Health Services (SHS):** 404.727.7551

### ENCOURAGE EMPLOYEES TO

- **Stay home if they have fever or are not feeling well**
- **Wear appropriate face coverings**
- **Avoid large gatherings**
- **Practice good hand hygiene**
- **Practice physical distancing**
- **Telework when possible**

## INSTRUCTIONAL GUIDE FOR STUDENTS

for notification and communication of a COVID-19 positive test

### Students who become ill or suspect COVID-19 should:

1. **ACCESS SHS PORTAL:** If a student on the Atlanta campus becomes symptomatic or has a concern about an exposure, they are instructed to access care through the Student Health Patient Portal and message the “COVID-19 Assessment Provider,” who will arrange testing if necessary. If the student has urgent symptoms or questions after hours or over the weekend, the student calls Student Health Services at 404.727.7551 and presses “0” for the medical call center.
2. If a student on the Oxford campus becomes symptomatic or has a concern about an exposure, they are instructed to access the Oxford Student Health Portal and message the “COVID-19 Assessment Provider,” who will arrange testing if necessary. If the student has urgent symptoms or questions after hours or over the weekend, the student calls Student Health Services at 770.784.8376.
3. **REPORT:** If a COVID-19 test is provided by a testing facility outside of Emory Healthcare (i.e. public health facility, doctor’s office, etc.), student must report the positive test to Student Health Services via the Student Health Portal by messaging the “COVID-19 Assessment Provider.”
4. **NOTIFY:** If you were notified through the Emory University system that you are a close contact, you will be called by a member of the Contact Tracing Team. If the student works on campus, they must notify their faculty or staff supervisor.

### Then . . .

- Stay in room as directed by Residence Life if living on campus and await instructions.
- Prepare a go-bag in event quarantine/isolation housing is warranted.
- If student lives off-campus, quarantine/isolate, per instructions from Student Health Services.

### Go-Bag Suggestions:

- Comfortable clothing items (including underclothing items)
- Medications
- Hygiene supplies
- Laptops, tablets, phones, and chargers
- Hair dryer or other personal items
- Text books, notebooks, and other learning materials

### IMPORTANT CONTACTS

- Emory Student Health Services (SHS): 404.727.7551
- Oxford Student Health Services: 770.784.8376

### STAY SAFE REMINDERS

- Do not go to class if you have fever or are not feeling well
- Avoid large gatherings
- Practice physical distancing
- Wear appropriate face coverings
- Practice good hand hygiene
- Clean and disinfect your space and personal items

### COVID-19 SYMPTOMS

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain or body aches
- Sore throat
- Loss of taste or smell (without a stuffy nose)
- Headache
- Congestion or runny nose
- Nausea, vomiting, or diarrhea

## INSTRUCTIONAL GUIDE FOR FACULTY

for notification and communication of a COVID-19 positive test

### If ...

- A student reports a positive COVID-19 test or you are aware that a student who physically interacts with others in a class/lab is absent and experiencing COVID-19 symptoms or
- A mentee/advisee reports a positive COVID-19 test; or
- A co-worker in your laboratory reports a positive COVID-19 test



### Then align reporting with the status of the student or co-worker to notify ...

- Chair or director (who has subsequent reporting duties to report to their dean), if an undergraduate student.
- Chair or director and the dean of the LGS, if a graduate student.
- Chair (if applicable) or the relevant associate dean of faculty, if a professional student.
- The designated COVID-19 coordinator or COVID-19 risk mitigation team.
- Emory's Contact Tracing Unit will be in touch with members of the community who are identified as "close contacts."

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### Then ...

- In consultation with the COVID-19 coordinator or COVID-19 risk mitigation team, communicate utilizing the illness or COVID-positive templates to notify other co-workers in the unit/lab/department.
- Reinforce healthy behaviors to aid in minimizing disease transmission.

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## IMPORTANT CONTACTS

- **Emory Healthcare COVID-19 Information and Nurses Line:** (404.71.COVID) 404.712.6843
- **Emory Student Health Services (SHS):** 404.727.7551
- **Oxford Student Health Services:** 770.784.8376

## STAY SAFE REMINDERS

- **Do not go to class if you have fever or are not feeling well**
- **Avoid large gatherings**
- **Practice physical distancing**
- **Wear appropriate face coverings**
- **Practice good hand hygiene**
- **Clean and disinfect your space and personal items**

## INSTRUCTIONAL GUIDE FOR RESIDENCE LIFE

for notification and communication of a COVID-19 positive test

### If a student reports a COVID-19 test or has COVID-19 symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain or body aches
- Sore throat
- Loss of taste or smell (without a stuffy nose)
- Headache
- Congestion or runny nose
- Nausea, vomiting, or diarrhea



### Then...

- 1. DIRECT:** Direct student to stay in their room and contact the Student Health Patient Portal and message the “COVID-19 Assessment Provider.” If urgent symptoms or questions after hours or over the weekend, the student calls Student Health Services at 404.727.7551 and presses “o” for the medical call center.
- 2. CLEAN:** Once student is out of the space, call the Emory Environmental Health and Safety office at 404.727.2888 to request a disinfection of a room and common spaces.

- 3. COMMUNICATE:** In coordination with complex director communicates that a person tested positive for COVID-19 on the floor or in the residence hall (while protecting confidentiality) and to remind of the ways to slow the spread of the virus by using this template. If complex director feels it is necessary to communicate with others prior to a test result, they can do so using the illness template letter.
- 4. CONTACT TRACING:** Emory’s Contact Tracing Unit will be in touch with members of the community who are identified as “close contacts.”

- 5. I/Q:** Initiate Isolation/Quarantine housing protocol, in consultation with Student Health Services and Emory isolation/quarantine coordinators.
- 6. PROMOTE:** Healthy behaviors to reduce disease transmission in our communities.

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### IMPORTANT CONTACTS

- **Emory Healthcare COVID-19 Information and Nurses Line:** (404.71.COVID) 404.712.6843
- **Emory Environmental Health and Safety office (EHSO):** 404.727.2888
- **Emory Student Health Services (SHS):** 404.727.7551
- **Oxford Student Health Services:** 770.784.8376

### STAY SAFE REMINDERS

- **Do not go to class if you have fever or are not feeling well**
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- **Wear appropriate face coverings**
- **Practice good hand hygiene**
- **Clean and disinfect your space and personal items**

## INSTRUCTIONAL GUIDE FOR STUDENT HEALTH SERVICES

for notification and communication of a COVID-19 positive test

### If a student reports a COVID-19 test or has COVID-19 symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain or body aches
- Sore throat
- Loss of taste or smell (without a stuffy nose)
- Headache
- Congestion or runny nose
- Nausea, vomiting, or diarrhea



### Student Health Services Will . . .

- 1. ASSESS:** Ill students and admit/enroll students into isolation/quarantine protocols for on and off campus including medical and ancillary support services.
- 2. PROVIDE:** A list of all students who are in isolation and quarantine at the ECCH to the designated academic liaisons.
- 3. NOTIFY:** The individual schools through submitting a Student of Concern form for all off-campus students in isolation and quarantine (both undergraduate and graduate students).
- 4. PERFORM:** Case investigation to determine close contacts and communicate with them to provide instructions for testing and quarantine using approved procedures.
- 5. COMMUNICATE:** Communicate with university partners engaged in the isolation and quarantine support function.
- 6. PROVIDE:** Data to the university for the COVID-19 dashboard.
- 7. NOTIFY OF RETURN:** A notification that the student is cleared to return to the classroom.
- 8. PROMOTE:** Healthy behaviors to reduce disease transmission within our community.

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### IMPORTANT CONTACTS

- Emory Student Health Services:  
404.727.7551

### STAY SAFE REMINDERS

- Do not go to class if you have fever or are not feeling well
- Avoid large gatherings
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- Wear appropriate face coverings
- Practice good hand hygiene
- Clean and disinfect your space and personal items