

# Special Report

 Southcoast Health

Exclusively for employees  
of Southcoast Health

## Frequently Asked Questions (FAQ) Regarding Health Screening Attestation

A new process to screen for the risk of transmitting COVID-19 while at work began on November 12 at Southcoast Health.

The process was designed to confirm that Southcoast employees, providers, contractors and non-employed providers are cleared before they begin work for the day.

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### **Q. Why did we implement this daily attestation process?**

A. To ensure the safety and health of our workforce and patients, and to help prevent the spread of COVID-19.

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### **Q. Is this process required?**

A. Yes, this process is required of all employees, providers and contracted staff who work in Southcoast facilities, as well as our employees who work remotely. In addition to complying with the requirement, we each have an obligation to ensure that we are doing our part to reduce the spread of COVID-19 by following this critical organizational mandate.

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### **Q. What happens if I answer “yes” to any of the questions?**

A. There are automatic follow-up questions asked to determine if you can be cleared for work that day. If you are not cleared, your Manager (or Medical Staff Office for providers) will receive an automatic alert that you are unable to work that day. You should then

contact your Manager (or Medical Staff Office) to discuss your absence from work. If you are not feeling well for any reason, you should not report to work and should follow your department's absence procedures for notifying your Manager.

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**Q. If I'm a remote worker and have COVID-19 symptoms, a fever or have traveled to a high-risk location for non-work reasons without procuring a negative PCR test or quarantining, can I still work?**

A. You are required and expected to follow all state mandates regarding COVID-19. If you answer the attestation questions and are not cleared for work, you should notify your Manager immediately. If you are sick, we strongly encourage you to care for yourself and not work for the day.

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**Q. If I am a remote worker, and not reporting to work on site, do I have to answer the questions every day?**

A. Yes, all employees, even remote workers, must respond to the attestation questions for each day they are scheduled to work.

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**Q. How is compliance with the daily attestation being monitored?**

A. Compliance is being monitored through management reporting.

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**Q. What if I come to work on site when I'm feeling sick?**

A. As a result of the pandemic, we have an even greater obligation to protect ourselves and each other from the spread of illness, especially in a healthcare environment where patients are vulnerable. Employees who are ill and accurately complete the health screening attestation will not be cleared for on-site work and should not come to work.

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**Q. What if I do not respond to the questions truthfully?**

A. Employees who are not truthful when answering the screening questions in order to be cleared for work are potentially exposing others to COVID-19 and putting our employees and patients at greater risk. Employees who falsify information are violating our Code of Conduct and Mutual Respect policy and safety protocols and may be subject to disciplinary action up to and including termination of employment.

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**Q. What is the definition of an unprotected exposure to a COVID-19-positive person?**

A. An unprotected exposure is defined as exposure to a COVID-19-positive person for 15 minutes without a mask over the course of a day.

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**Q. Can I report to work if I've been near a COVID-19-positive person but it does not meet the definition of an unprotected exposure?**

A. Yes, you may report to work as long as you are not experiencing COVID-19 symptoms or a fever, and you wear a mask. You should also make your Manager aware.

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**Q. Can I report to work if I have had an unprotected exposure to a COVID-19 positive person?**

A. You should first contact your Manager to obtain guidance before reporting to work. Generally, if you are not experiencing COVID-19 symptoms or a fever, you may report to work and wear a mask.

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**Q. Should I get tested if I have had an unprotected exposure to a COVID-19-positive person?**

A. You should call the COVID-19 employee hotline (508-973-4YOU [3-4968]) to discuss the applicability of testing for your specific situation.

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**Q. If I am a non-exempt (hourly) employee and mistakenly answer a question incorrectly, what should I do?**

A. Simply restart the punch process again and answer the questions accurately.

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**Q. If I am an exempt (salaried) employee and I mistakenly answer a question incorrectly, what should I do?**

A. As of Monday, December 7, anyone who makes a mistake answering the text message attestation can now correct your answers using the [COVID-19 Employee Attestation Screening](#) tool on the intranet homepage. This tool will show your text responses, and you are able to fix an attestation that was answered incorrectly.

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**Q. If I receive SMS/text attestations, do I have to respond to the text attestation questions on my days off?**

A. No, you no longer need to respond to the text attestations on your days off.

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**Q. As an exempt (salaried) employee, what if I don't have unlimited texting on my cell phone, or I'm concerned with the expense from the daily attestation text messages?**

A. While the preferred method is through texting, you can use your computer to complete the attestation online via the web form each day you are scheduled to work. Beginning **Thursday, December 10**, you will have the ability to "opt out" of the texting attestation program; however, this does not change your obligation to complete the attestation every day that you work. To further streamline the attestation process, the web attestation form will appear automatically when an employee logs in to a Southcoast workstation or launch Epic beginning on Thursday, December 10. This will only appear if you have NOT already responded to the text attestation that day. This form will also appear for workers who are accessing Epic remotely via Citrix or connecting via VPN. In the near future, we will also eliminate the text attestation for those who have already submitted the automated web form that day.