



RETURN SAFELY SERVICES

Employer Guide



(985) 230-5726

www.northoaks.org/returnsafely

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OUR COMMITMENT TO THE BUSINESS COMMUNITY

Everyone in our community has been impacted by the COVID-19 pandemic – it's been transformative for all of us. Since March, North Oaks Health System has tested thousands for COVID-19 and successfully recovered more than 150 patients as of mid-May. We are proud of our team's response in meeting this challenge head-on as we continued to serve our community's health care needs.

Now, we value the opportunity to further grow our partnerships with business, government and community leaders as we transition to this "new normal" environment. Together, we will continue to provide the highest level of care for your business, employees and their families.

North Oaks Occupational Health Services is offering Return Safely services for your business. We focus specifically on screening/managing employee health and protecting your workforce and customers from COVID-19. In addition, the full scope of services through our Occupational Health and Industrial Rehabilitation program is readily available to support you.

North Oaks' mission is "Improving Lives. Every Time. Every Touch," and we strive to be the region's most trusted partner for health care.

As your valued business partner, thank you for your support.

Sincerely,



Kory Krista
Occupational Health Accounts Coordinator



Deborah Robert
Practice Administrator



INCLUDED IN THIS GUIDE:

- Return Safely Services
- Return to Work FAQs
- How to Access Care for Your Employees
- North Oaks COVID-19/Travel Screening Questionnaire
- Occupational Health and Industrial Rehabilitation Services Program
- Helpful Resources

RETURN SAFELY SERVICES

Returning your employees to work safely is vital to your business and the community. The following services will support your goals to maintain a healthy workforce.

Suspect COVID-19?

Individuals with COVID-19 symptoms or concerns should contact their primary care provider or call the North Oaks COVID-19 Screening Hotline at (985) 230-2778 for evaluation.

Return to Work Physicals & Health Screenings

Employees treated at North Oaks Walk-In and Occupational Health clinics in Hammond or Walker receive the following:

- COVID-19 Screening Questionnaire: This is done prior to the appointment or upon arrival.
- Physical Examination: We screen for COVID-19 and determine if there are any health issues that will impact or delay returning to work.

On-Time Appointment Scheduling

We have dedicated Occupational Health staff and a separate waiting area to accommodate your employees and to ensure timely delivery of services. Appointments are preferred, but we will work with you to expedite your employees' visits as we know timely care is important.

Workplace Site Reviews

It is important to know what infection prevention measures are right for your business and employees. North Oaks Occupational Health advises you on what is applicable for your business or space and how to move forward to help prevent the spread of disease through:

- Social distancing inspections
- Handwashing station review
- Personal Protective Equipment (PPE) review and selection.

Education and Training

We were with you from the beginning of this challenge, and we will continue to support you with education and training using resources from the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA) and other recognized and trusted sources. We will provide guidance on the following safety measures:

- Correct handwashing
- Proper use of PPE
- Disinfection and cleaning practices
- Site safety reviews

FREQUENTLY ASKED QUESTIONS FOR EMPLOYERS

Returning your employees to work safely is vital to your business and the community. The following services will support your goals to maintain a healthy workforce.

Where can I find guidance on COVID-19 and return to work criteria?

North Oaks Occupational Health Services can discuss your specific concerns and needs and provide you with guidance to make informed decisions about your workforce. Call us at (985) 230-5726 or email OHS@northoaks.org.

The CDC, OSHA, Louisiana Department of Health (LDH) and North Oaks Health System have issued criteria and specific guidance for employers and the general public. Here are great resources:

- North Oaks Health System: www.northoaks.org/covid-19
- OSHA: www.osha.gov/SLTC/covid-19
- CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html
- LDH: ldh.la.gov/coronavirus
- Open Safely Louisiana: opensafely.la.gov. Register your business and learn more.

What are the symptoms I should look for?

Those infected with COVID-19 have had a wide range of symptoms reported, from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus.

COVID-19 Symptoms

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

This is not an all-inclusive list of symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting or diarrhea.

What should I do if I suspect an employee has symptoms of COVID-19?

- Separate and isolate the employee from other people immediately.
- The employee should wear a cloth covering or mask, being careful to cover the nose and mouth.
- Advise the employee to wash his/her hands frequently, avoid touching high contact surface areas and cover/contain coughs and sneezes.
- The employee should seek medical advice immediately by calling his/her primary care provider or the North Oaks COVID-19 Screening Hotline at (985) 230-2778 to be evaluated.
- Clean and disinfect all high contact surface areas with a CDC and/or EPA recommended disinfectant.
- Request that the employee self-isolate at home and away from others.

*The employee can return to work **ONLY after being cleared by a health care provider.***

Concerns about Testing

- An active infection may be present before a test is performed.
- The infection may be at a level lower than the sensitivity of the test equipment (early stages of infection) and it may not be detected.

For these reasons, monitoring for signs and symptoms and taking quick action to counter a suspected infection is important, whereas testing will help the health care practitioner confirm the reason for the signs and symptoms. Until testing equipment, supplies and technology become more widely available and accessible, being proactive in preventing infection and protecting your workforce is key.

What proactive steps can I take to protect my workforce and my customers?

Follow CDC Guidelines for Businesses and Employers:

- Perform temperature checks daily on employees. Employees with a measured temperature of 100.4 °F [38 °C] or greater should be referred to their primary care providers or call the North Oaks COVID-19 Screening Hotline at **(985) 230-2778** for evaluations.
- Monitor employees for symptoms.
- Wear face masks correctly at all times (cover nose, mouth and chin).
- Create a workplace and business where social distancing is possible.
- Clean and disinfect frequently.
- Improve workplace ventilation.
- Use signage as a reminder to wear masks, wash hands and ensure proper social distancing.
- Install barriers between the employee and customer, if possible.
- **Create a strong relationship with your local health care system and partner with them to help with early detection of exposures, mitigate any concerns and educate your workforce.**

What if I have an employee that was sick and has recovered?

Per the Louisiana Department of Health (LDH), individuals who had COVID-19 symptoms and were directed to care for themselves at home may end self-isolation and **return to work when at least 3 days (72 hours) have passed since recovery** and meet the following requirements:

- Fever-free without using fever-reducing medications for 3 days (72 hours)
- Show improvement in respiratory symptoms, including no longer coughing or having shortness of breath
- It has been at least 10 days since symptoms first appeared
- Cleared by a medical professional

Who can I contact for more information?

North Oaks Occupational Health Services can answer your questions. Call (985) 230-5726 or email OHS@northoaks.org. As a long-standing partner in the business community, North Oaks Health System is here to personally help you and your business with all your Occupational Health and Safety needs.

HOW TO ACCESS CARE FOR YOUR EMPLOYEES

Care for Injured Employees

If your employee was injured at work, the employee ***does not need an appointment*** to receive injury care at North Oaks Walk-In clinics in Hammond and Walker.

Occupational Health Services

Appointments for standard, non-injury services help expedite the process for your employee. Call (985) 230-5726 to schedule an appointment.

Employees **must** arrive prior to their appointments with a completed Authorization to Treat Form, which can be downloaded from our website, faxed or emailed to the employer. For more information, visit www.northoaks.org/returnsafely.

Industrial Rehabilitation Services

Employers working directly with North Oaks Occupational Health will be assisted with accessing and utilizing these services. In addition, North Oaks Rehabilitation Services will continue your employee's care once he/she is referred for Industrial Rehabilitation services. Call the Occupational Health team for access to these services at **(985) 230-5726**.

Clinic Appointments

Our network of 38 clinics and nearly 250 health care providers with North Oaks Physician Group offer primary and specialty care to meet your employee health care needs. Schedule an appointment at **(985) 230-APPT [2778] or 1 (844) APPT-NOW [277-8669]**.

Diagnostic Screenings & Tests

Employees requiring X-rays or lab work should call North Oaks Patient Scheduling at **(985) 230-7777** in Hammond or **(225) 686-4899** in Livingston. For information on laboratory services offered at North Oaks, please call **(985) 230-6165**.

North Oaks COVID-19 Screening Hotline

Individuals with symptoms or concerns are asked to contact their primary care providers or call the North Oaks COVID-19 Screening Hotline at **(985) 230-2778** for evaluation.



COVID/Travel Screening

Employee Name: _____ Date: _____

Date of Birth: ____/____/____ Employer: _____

North Oaks is using a triage system to evaluate patients with COVID-19 symptoms. We will determine if individuals meet guidelines for further evaluation based on travel to Europe, Asia or cruises, contact with someone confirmed to have COVID-19/Coronavirus, and those experiencing symptoms of fever, cough and shortness of breath.

If criteria are met, cases will be escalated to a designated health care provider for further evaluation and/or testing.

Have you traveled in the last month? Yes ____ No ____

If "Yes", Where to? _____

When did you leave? _____ When did you return? _____

Have you been diagnosed with COVID-19, been treated, and recovered?

Yes ____ No ____

-If "Yes", when were you diagnosed? Date: _____

Were you issued a Return to Work release or letter by your health care provider? Yes ____ No ____
(provide copy of release or letter if available)

In the last month, have you been in contact with someone who was confirmed or suspected to have Coronavirus/ COVID-19? Yes ____ No ____

Do you have any of the following symptoms?

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Joint Pain | <input type="checkbox"/> Weakness | <input type="checkbox"/> Rash |
| <input type="checkbox"/> Cough | <input type="checkbox"/> Vomiting | <input type="checkbox"/> Red Eyes | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Shortness of breath | <input type="checkbox"/> Diarrhea | <input type="checkbox"/> Sever Headache | <input type="checkbox"/> Unable to assess |
| <input type="checkbox"/> Muscle Pain | <input type="checkbox"/> Abdominal Pain | <input type="checkbox"/> Bruising or bleeding | |

Signature: _____

Date: _____

North Oaks Occupational Health Services

1900 S. Morrison Blvd Hammond, La 70403 Ph: (985) 230-5726 Fax: (985) 230-5683 www.northoaks.org

NORTH OAKS OCCUPATIONAL HEALTH AND INDUSTRIAL REHABILITATION SERVICES

Consolidate Your Employee Health Care Services

Located in Hammond and Walker, the North Oaks Occupational Health Services team can simplify your workload by offering streamlined, specialized health care and a health education program designed specifically for your organization. Services offered include physical examinations, drug testing, workers' compensation care, diagnostic services and worksite wellness screenings. On-site services also are available.

Employee-Related Physical Examinations

- General exam
- Preplacement exam
- Department of Transportation & Development (DOTD) exam
- Return to Work exam
- Sports exam
- Specialty to Meet Regulatory Requirements exam

Drug Testing: Full Screening or Collection-Only Services

All drug testing is collected by chain of custody process and complies with federal collection standards. Worksite collection, random selection software and Medical Review Officer services are offered by our team at North Oaks Occupational Health Services.

Services:

- DOTD / Non-DOTD
- Preplacement (must arrive by 5 p.m. weekdays or 1 p.m. weekends for this service)
- Post-Accident
- Random (must arrive by 5 p.m. weekdays or 1 p.m. weekends for this service)
- Breath Alcohol

Workers' Compensation

With a team management approach to health care, we specialize in immediate treatment, timely evaluation, appropriate referrals and rapid recovery for reduced time away from work. Our health care providers use their experience in "restricted duty placement" to assist employers in maintaining their workforce.

Diagnostic Services at Occupational Health Services

- Pulmonary Function Study
- EKG
- Tb Skin Testing
- Hepatitis A, B, and C Vaccines and Post-Exposure Follow-up
- On-site Radiology Services
- Specific Blood Panels
- Urinalysis
- Vision and Hearing Screenings

Industrial Rehabilitation

Help your employees who have been injured on the job return to work safely by working with our many qualified physical and occupational therapists. Employers and Workers, Compensation Insurers recognize the benefits of our highly skilled therapists to ensure your injured employee is properly treated and released back to work through the broad scope of our industrial rehabilitation services.

Services:

- Functional capacity evaluations
- Back evaluations
- Preplacement screenings
- Work conditioning programs
- Ergonomic assessments / job site analysis
- Pre employment / Post-offer screenings

**For more information about North Oaks Occupational Health Services,
call (985) 230-5726.**

HELPFUL RESOURCES

- [North Oaks Health System: www.northoaks.org/covid-19](http://www.northoaks.org/covid-19)
- [OSHA: www.osha.gov/SLTC/covid-19](http://www.osha.gov/SLTC/covid-19)
- CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html
- Louisiana Department of Health (LDH): ldh.la.gov/coronavirus
- Open Safely Louisiana: opensafely.la.gov (register your business and learn more)
- Phase I Open Safely GUIDELINES - State Fire Marshall
- Small Business Association's COVID-19 Disaster Relief Lending
- SBA Declaration Details and Information
- Paycheck Protection Program FAQs for Small Businesses
- Handout - SBA Disaster Assistance Resources for Business
- SBA Louisiana District Office: (504) 589-6685
- Small Business Development Centers (SBDCS)
- Guidance on Teleworking - Cyber Risk Management
- Notice of Cyber Scams - COVID-19 IRS Payment Guidance
- Military Reservists Economic Injury Loans
- US Chamber of Commerce
- US Chamber of Commerce Corporate Aid Tracker Form
- Facebook Small Business Grant Program
- Federal Reserve Program - Main Street New Loan Facility
- USDA Rural Business Development Grants
- Outdoor Restaurant Guidance from Louisiana Fire Marshal

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