

COVID-19

A message from Ballad Health Corporate
Emergency Operations Center (CEOC)



CEOC Daily briefing

Monday edition

TO: Appalachian Highlands community and civic leaders

FROM: Ballad Health Corporate Emergency Operations Center

DATE: [May 4, 2020](#)

TITLE: Daily COVID-19 briefing – May 4, 2020

ACTION: Please share with your communities. NOTE: This will be the final Daily Briefing. We will move to a weekly briefing cadence that will release on Wednesdays.

Updated travel guidelines

Even as businesses and public venues across the United States begin reopening, we must remain diligent with protection measures against coronavirus disease 2019 (COVID-19).

To that end, we would like to remind the community of a few important tips should you choose to travel outside of the Appalachian Highlands, please note:

- The COVID-19 pandemic has not ended. The Centers for Disease Control and Prevention (CDC) still recommends staying at home as much as possible and practicing physical distancing, especially if you have a pre-existing condition or are at higher risk of severe illness.
- COVID-19 in the United States and abroad is a rapidly-evolving situation. The status of the disease's spread varies by location, and state and local authorities are updating their guidance frequently, per [the White House's Opening Up America Again](#) plan.
- If you travel, check with [state and local authorities](#) along your route, as well as at your destination, to learn about local circumstances and restrictions.
- The Centers for Disease Control and Prevention (CDC) has [numerous resources and recommendations for travel](#), from essential errands and tasks to long-distance flights and hotel stays.
 - While traveling, maintain the same protection and hygiene measures you take while out in the community, such as wearing a face covering, observing physical distancing, covering your cough and performing frequent hand hygiene.
 - Pick up food at drive-throughs, curbside restaurant services or stores. Do not dine-in at restaurants if that is prohibited by state or local guidance.
 - DO NOT TRAVEL if you are sick or with someone who is sick.
 - Consider the risks of your travel:

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- **Air travel:** Because of how air circulates and is filtered on airplanes, most viruses and other germs do not spread easily on flights. However, there might be a risk of getting COVID-19 on crowded flights if there are other travelers on board with COVID-19.
- **Bus or train travel:** Sitting or standing within 6 feet of others for a prolonged period of time can put you at risk of getting or spreading COVID-19.
- **Car travel:** The stops you need to make along the way could put you and others in the car with you in close contact with others who could be infected.
- **RV travel:** Traveling by RV means you might have to stop less often for food or bathrooms, but RV travelers typically have to stop at RV parks overnight and other public places to get gas and supplies. These stops might put you and those with you in the RV in close contact with others who could be infected.
- If you stay in a hotel, motel or rental property:
 - When you get to your room or rental property, [clean and disinfect](#) all high-touch surfaces. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, remote controls, toilets and faucets.
 - Bring an EPA-registered disinfectant and other personal [cleaning supplies](#).
 - Wash any plates, cups or silverware (other than pre-wrapped plastic) before using.
- Anticipate your needs before you travel:
 - Prepare food and water for the road. Pack non-perishables in case restaurants and stores are closed.
 - Bring any medicines (prescription and over the counter) you might need.
 - Pack a sufficient amount of alcohol-based hand sanitizer (at least 60% alcohol) and keep it in a place that is readily available.
 - Book accommodations in advance if you must stay somewhere overnight.
 - Plan to make as few stops as possible, but make sure you rest when you feel drowsy or sleepy.
 - Bring an EPA-registered disinfectant and other personal [cleaning supplies](#).

Mission Moment: An act of kindness

As we continue focusing much of our energy on COVID-19, we still want to recognize and celebrate the many moments, actions and people that make Ballad Health so special.

Casey Evans, a cardiovascular, vascular and thoracic surgery clinical supervisor, always provides exemplary patient care. Recently, her kindness touched a special patient in our community who was unable to get their medication.

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This patient has survived extracorporeal membrane oxygen (ECMO), which is an advanced life support technique used for patients with life-threatening heart and/or lung problems. Therefore, the patient is considered high risk, especially during the COVID-19 pandemic.

To help protect her patient, Casey personally delivered their medication to their front door, so they would not have to get out.

Casey showed her dedication to patient care and safety in this small act of kindness – we're beyond grateful to have nurses like her!

Do you have a story or team member you'd like to recognize? Let us know by sending an email to MyStory@balladhealth.org.

Additional points to note

- Please review the three educational flyers attached to this document. They may be printed and posted within the community:
 - *What to do when wearing a mask*
 - *Probability of contagion*
 - *COVID-19 response*
- Ballad Health has now resumed elective surgeries and diagnostic imaging. We will gradually increase these procedures over the coming weeks, ensuring our personal protective equipment (PPE) supplies remain adequate, we have enough staffing and our hospitals remain capable of performing procedures while also being well-prepared in case of a COVID-19 patient surge.
- The next livestreamed media update will be Wednesday, May 6, at 11:30 a.m. You can watch live on Ballad Health's Facebook page, and a link will be available that afternoon.
- COVID-19 testing costs \$52. Ballad Health will charge patients' insurance, and if a patient qualifies for our financial assistance policy, that cost may be written off. Community members who would like to be tested should call our Nurse Connect hotline at 833-822-5523.
- COVID-19 updates, testing information and news continues to be posted to www.balladhealth.org/COVID19.

Total positive COVID-19 case count by county:

Tennessee – 13,571 total (13,177 on May 3)

County	Total	Recovered	New cases
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Carter	14	10	2
Cocke	19	16	3
Greene	43	35	-
Hamblen	22	14	4
Hawkins	31	27	1
Johnson	5	3	2
Sullivan	57	47	8
Unicoi	2	1	1
Washington	57	50	3
Totals	250	203	24

Virginia – 19,492 total (18,671 on May 3)

County	Total	New cases
Buchanan	16	-
City of Bristol	2	1
Grayson	4	2
Lee	10	-
City of Norton	2	-
Russell	5	1
Scott	7	-
Smyth	13	-
Tazewell	6	-
Washington	39	1
Wise	22	-
Wythe	12	1
Totals	138	6

COVID-19 case counts are provided by the states' health departments. Data on recovered COVID-19 patients is not available for the Commonwealth of Virginia.

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