

COVID-19 Screening Tool FAQ

Q: Who is required to utilize the daily screening tool?

A: Boston Medical Center employees and licensed independent practitioners that work onsite at the main Boston campus and surrounding buildings.

Q: I have temporary employees/ contractors/ students on my team. Should they also access the screening tool?

A: At this time only BMC employees and licensed independent practitioners, at the advised locations, are required to utilize the screening tool. The screening process guidelines remains the same for non-employees/visiting personnel and temporary staff/contractors. Should they experience symptoms as outlined in the current symptom screening tree, they should email covid19wwc@bmc.org for next steps. Link to screening response:

Q: How often is the screening reminder sent?

A: The reminder is sent, daily, 7 days a week, between 5 a.m. and 6 a.m. via text message and email to your BMC e-mail address.

Q: How do I use the screening tool?

A: See [here](#) for a tip sheet.

Q: I have never accessed the BMC network or email outside of the hospital before. How do I go about getting access?

A: In order to access the link in the text message and e-mail, you will need to ensure that you have the Imprivata Security downloaded on your phone. The how-to guide can be found [here](#) on BMC.org, and on the Hub.

Q: I'm not receiving text messages. How do I ensure my phone number is up-to-date?

A: You can update your contact number through [Workday](#).

Q: How do I opt out of text messages?

A: You can opt out of daily text message reminders anytime by replying **STOP** to the reminder text message.

Q: Is there a charge for text messages?

A: For inquiries regarding standard data and text messaging rates, we encourage you to contact your wireless service provider for details specific to your plan.

Q: The reminder time doesn't align with my shift schedule.

A: While we do not have access to align the reminders with every shift schedule, you can access the link to the screening tool at any time through the link provided in the daily text message, the daily email, by going directly to MYBMC.org - Employee Health Portal, by saving the link to your desk or home screen on your personal device. **You simply need to complete the screening within 24 hours of the start of your next shift.**

Q: I have some of the symptoms listed on the screening tool. What should I do?

A: Answer the questions based on your current symptoms. You should always follow the call out procedures published by your department and you are responsible for notifying your manager if you are not well and unable to come to work. After alerting your manager, you must email COVID19WWWC@bmc.org with your symptoms and best contact number and remain available to answer a provider's call back to review your symptoms and discuss next steps. If a provider is unable to reach you, after multiple attempts, they will alert your manager.

Q: I have pre-existing symptoms that are similar to the symptoms listed on the screening tool. What should I do?

A: Employees should use their discretion in answering the symptom screening. If you have questions related to your pre-existing conditions and COVID-19 symptoms, please email COVID19wwc@bmc.org to speak to a provider.

Q: Who is monitoring the responses and symptoms?

A: Consistent with the current symptom monitoring plan, when an employee acknowledges on the screening tool that they have one or more symptoms of COVID-19, they are advised to stay home, contact their manager, immediately, and email COVID19wwc@bmc.org, which is monitored by providers. A provider will follow up to discuss their current symptoms and advise on next steps. The provider will not be aware of your symptoms until you email covid19wwc@bmc.org.

Q: What is the availability of the providers at the Employee COVID Response team? How quickly can I expect a call back once I send an e-mail?

A: The providers at the Employee COVID-19 Response team will not see the symptoms that you submitted until you email them. Once the email has been submitted, providers are available for a call back Monday-Friday between 7:30 a.m. and 6:00 p.m. and will call back emails submitted during these times, same day.

If an email is submitted evenings and weekends, a provider will contact you on the next business day. Please ensure that you have given the best contact info and are available and prepared to take the provider's call back. If you are unavailable, this will prolong the process of text scheduling and may increase your time out of work. After multiple unsuccessful attempts at contacting you, the provider will alert your manager.

Q: The call out procedure for my department states that I must call out at least 2 hours before the start of my shift, but the screening tool reminder comes out at the start of my shift.

A: You should always follow call out procedures published by your department. You can access the screening tool at any time via the link in the text, e-mail or through the Employee Health Portal and should allow enough time to complete the screening and submit a call out, if needed, according to your department's call out procedures.

Q: I am remote. Do I still have to take the screening every day?

A: You only need to take the screening tool when your shift requires you to be on-site at the main Boston location and/ or surrounding campus buildings. On days where you will be working remote, you can ignore and delete the reminders.

Q: Do I need to take the screenings when I am not scheduled to work/on weekends/ when I am on vacation?

A: No. You are only required to complete the screening if you are scheduled to work within the next 24 hours.

Q: I am scheduled for two shifts both less than 24 hours apart. Do I need to take the screening twice?

A: No. Only one screening is required within 24 hours of your shift.

Q: I am a manager and need to access the screening tool report for my team. How do I access this report?

A: You can access the screening tool report for your team by going to the Enterprise Health Supervisor Portal. You can find the how-to guide [here](#).

Q: I am a manager. How will I know if one of my employees submits a positive screening and will not be at work?

A: Employees are required to follow their department call out procedures and should plan their screening with this in mind. If an employee submits a screening with positive results, they will receive a notification (via pop up, through text as well as through e-mail) to remind them to first alert their manager and then to email the covid19wwc@bmc.org.

Q: I am a manager. How will I know the timeline on which an employee who screens positive will be back to work?

A: If an employee submits a screening with positive results, following their alert to their manager and email to the COVID-19 Working Well Clinic response team, they will be contacted by a provider through the contact number they provided to assess their symptoms. If the provider is unable to contact the employee, the manager will be notified. If the provider determines that they should be tested, the employee will be scheduled for testing either the

same day or the next morning (testing occurs M-F between 8 a.m.-12 p.m.) Results are available within 24 hours of testing. If results of the test are positive, the provider will send an “out of work” notification to the manager. The provider will also follow up on symptoms every 48 hours (business hours) and will alert the manager each time if the employee must remain out of work or has been cleared to return. If you are a manager and have not heard from a provider in a reasonable amount of time, please email covid19wwc@bmc.org.

Q: Are you providing COVID-19 tests?

A: Please email the covid19WWC@bmc.org if you are experience symptoms. Following a provider review, they will arrange a test for you.

Q: Are we still screening visitors on entrance to BMC? On weekends and nights?

A: Yes. The current visitor screening process is still in place.