

COVID-19 FAQs
January 24, 2022

Q: Will AltaMed comply with the newly revised health orders for LA County employers to provide medical grade masks in the workplace, including staff at Corporate?

From the COVID-19 Response Team

A: We are currently in compliance. All masks provided to AltaMed staff are medical grade masks and can be ordered through the Supply Chain. Surgical masks and KN95 masks are also available at Corporate or other administrative locations upon entry screening areas. In addition, those requesting N95 masks may make an appointment with Employee Health to get fit-tested. We recommend that Corporate administrative staff wear either a double surgical mask or a Corporate-supplied KN95 mask for source control. Fitted N95 masks are more appropriate for direct patient care encounters.

Q: Why do we have assigned seats in the PSC Call Center and have to sit side-by-side when we have so many available seats?

From the COVID-19 Response Team

A: PSR seating is assigned by team/supervisor so that we can optimize the onsite support for each representative. Assigned seats also limit risk of exposure from multiple users sharing the same desk. Every employee is expected to wipe down their workstation after each shift. There may seem that there are many available seats. This is mainly due to the increased amount of callouts, turnover, and seats reserved for new hires in training.

The PSC has more than 40 employees currently working remote. We may consider adding more remote workers based on business need.

The following are recommendations we implemented to ensure the safest environment possible for our staff:

- Plexiglass barriers have been installed in many of our clinical and non-clinical sites.
- The wearing of surgical face masks while at work, whether the employee is indoors or outdoors, is mandatory.
- Hand sanitizers are strategically placed throughout the building.
- Frequent surface disinfection is performed approximately every two hours of common and high-touch areas.
- Our employees are required to maintain the physical distance of six feet, when possible.

- Every employee and visitor is screened prior to entry for COVID-19 symptoms or exposure risk along with temperature monitoring.
- The organization has developed written guidelines for the employees and the managers, should they screen positive.
- We have instituted the California Health Officer orders dated July 26 and August 5 with requirements for all AltaMed staff to receive full COVID-19 vaccination series by September 30, 2021 and do COVID-19 screening testing for those that are not fully vaccinated.
- The organization has written and implemented policies related to our COVID-19 vaccine requirement and COVID-19 testing of staff members.
- HEPA filters have been placed in our PSC Call Center.
- As of January 6, 2022, we are following new COVID-19 employee call-outs and new COVID-19 protocols.

Q: Will AltaMed bring back the option to work remotely until the surge is over?

From the COVID-19 Response Team

A: The decision to allow remote work is with the department leaders. If the department is capable of supporting remote work with minimal interruption to their operation, then it is an option that should be considered during a COVID-19 surge. All administrative operations should be following the distancing protocols detailed by the CDC. If you feel the distancing protocols are being disregarded by your department, you may file an anonymous report with our internal Compliance Hotline at (888) 418-1398.