

NEW FAQs – Week of April 20 – 24, 2020

1. *Are non-AltaMed patients who are being tested for COVID-19 being charged for the visit?*

From AltaMed's COVID-19 Response Team:

We are evaluating/screening and testing patients if they meet the guidelines, including those who do not have AltaMed as their provider. The patient will not be charged out of pocket for their visit, but their insurance might be charged. Please see the link below for more information.

<https://www.altamed.org/coronavirus#2968>

2. *Is AltaMed going to participate in giving employees the child care benefit to essential workers, \$100 extra per shift?*

From AltaMed's COVID-19 Response Team:

AltaMed's Life Assistance Program provides resources for child care and adult care services. For more information, please click [here](#).

(<http://sps2010/wellness/Challenges/Life%20Assistance%20Program%20-%20Overview.pdf>)

AltaMed has no plans to provide a cash benefit for child care at this time.

3. *Every other essential business remaining open is offering hazard pay, bonuses, or pay increases. Is AltaMed considering its employees for this as well?*

From AltaMed's COVID-19 Response Team:

Merit increases and bonuses are evaluated on an annual basis. We are currently evaluating these programs.

The Heroes Fund refers to a Senate Democrat proposal that, once approved, may provide premium pay for first responders and certain health care workers. AltaMed continues to monitor Senate updates to determine applicability of this proposal to our workforce.

4. *I am trying to find out whether I am covered under COVID-19 Supplemental Paid Sick Leave Ordinance. I was recently on quarantine after being exposed to a positive COVID-19 patient/participant. I was told to use my PTO for that time but don't find this fair since it happened at work.*

From AltaMed's COVID-19 Response Team:

COVID-19 Supplemental Sick Pay Leave is a new Los Angeles city ordinance that applies to employees who work within the city limits of Los Angeles. AltaMed is currently evaluating this ordinance and its application to our worksites. If you are eligible, you will be contacted shortly with more information.

PTO is a benefit that is intended to be used for the employee's time-off, including vacation, kin care, sick time, etc. It is appropriate to use PTO for time away from work. You may also qualify for Employment Development Department benefits. Please follow the [link](https://www.edd.ca.gov/) here. (<https://www.edd.ca.gov/>)

5. *I've had many patients asking about "when" we will be able to offer the COVID antibody test. Is there any talk about when we may possibly be able to offer this?*

From AltaMed's COVID-19 Response Team:

We will continue to look at this. Quest just recently started offering this test. Once we have further information to help guide the clinicians we will let you know. We need to decide where and how patients would receive this test.

6. *Should we be performing x-rays on isolation patients in the clinic who are symptomatic?*

From AltaMed's COVID-19 Response Team:

We can do an x-ray if it is clinically indicated. It is suggested that you put the HEPA unit in the room to clean the air after the x-ray is on high for 30 minutes. The patient and x-ray technician should wear a mask and after the x-rays are completed, the x-ray room should be closed for one hour and terminally cleaned.

7. *Are corporate offices being cleaned every two hours (the common area—door handles, etc.) or just clinics?*

From AltaMed's COVID-19 Response Team:

At Corporate, we have labor pool employees going throughout the building, disinfecting door handles and common areas. We also instructed Environmental Assistants to perform frequent disinfecting in common areas, which they do twice daily. If there is an area of concern, either ask an Environmental Assistant to disinfect it or order supplies through the supply chain. You may reach out to your manager and ask for terminal cleaning of any area at any time someone believes the area has been compromised.

Additionally, Sani-Wipes and gloves have been delivered to each administrative building and are available for employees to clean and disinfect work areas.

8. *I was placed on leave because I was suspected of having COVID-19. For the days I missed, will I get paid? Will employees be eligible for hazard pay?"*

From AltaMed's COVID-19 Response Team:

1) If you are exposed to someone at work, any required quarantine or time off due to infection would be evaluated under workers compensation benefits.

Exposures outside of the clinic from community exposure or home exposure allow employees to determine sources for income, including PTO, state disability insurance, and unemployment insurance. They're also eligible for leaves of absences. Employees are encouraged to contact the HR Leaves of Absence team to determine approach at HRLeaveofAbsence@AltaMed.org.

We have sent out a *Scenario Plan for Exposures* to all of LDI, in case one of their employees has questions. We also currently have a workforce management policy located on Town Square and provided below.

<http://sps2010/infectioncontrol/Temporary%20HR%20Policies%20COVID19/Temporary%20Workforce%20Management%20Policy%20and%20Procedure.pdf>

2) (Hero Fund) Hazard Pay refers to a Senate Democrat proposal that, once approved, may provide premium pay for first responders and certain health care workers. AltaMed continues to monitor Senate updates to determine applicability of this proposal to our workforce.

To determine eligibility for other pay benefits, including state disability insurance and unemployment insurance, please refer to the Employee Development Department [link](#) provided here.