

## COVID-19

# KEY MESSAGES AND TALKING POINTS



Parkland

Care. Compassion. Community.

July 27, 2020

You are receiving this email because you are a leader within our community—a trusted source of information for your friends, family and neighbors. At Parkland, we know that people are looking to you for guidance and reassurance. So, over the next couple of months (or for as long as it takes), we will be sending you weekly updates and talking points that you may find useful as you communicate with those within your networks.

Thank you for your leadership and support during this challenging time.

## **Donate plasma to help others recover**

### **Recovered from COVID-19? Donate plasma.**

- Healthcare experts in Dallas County are exploring the use of plasma as a possible therapy.
- Plasma is a part of the blood and can be collected just as any blood donation.
- Plasma donated from individuals who have recovered from COVID-19 might help boost immunity or recovery for those who are currently fighting the disease.
- Learn more about the process, criteria and how to donate from our partners at [Carter BloodCare](#).
- In addition, all blood donors can get a free COVID-19 antibody test with donations at Carter BloodCare. The area's blood supply is critically low. Learn more about how to [donate blood and save lives](#).

## **Parkland response to COVID-19**

### **Get an inside look at how Parkland is battling COVID-19 with innovation and compassion**

- Parkland CEO Fred Cerise, MD, MPH, will join KERA's CEO to discuss how Parkland's COVID-19 Tactical Care Unit is using innovative protocols to improve patient outcomes and protect teams of caregivers.
- Dr. Cerise will also discuss Parkland's plans to expand services for a growing number of Dallas County residents in need.
- The interview will air at 7:30 p.m. on July 31, at 10:30 a.m. on August 2 and at 10 p.m. on August 3 on KERA-TV. The episode can also be heard at 5 p.m. on August 2 on KER-FM 90.1. Stream the episode on [www.kera.org/ceo](http://www.kera.org/ceo).

## **Stopping the spread**

### **Caring for someone with COVID-19 at home**

- When caring for someone at home with COVID-19, it's important to care them in a way that doesn't get you and other family members sick.
- [Watch this Parkland video](#) for important instructions such as:
  - Don't allow visitors
  - Don't share personal items like mobile phones, dishes, towels and sheets.
  - Use a mask and gloves when near the patient providing care.
  - Wash your hands every time you have contact with the patient.
  - Clean often.
  - Use separate hampers for dirty laundry and wash on highest temperature settings.
  - Monitor your own health and symptoms.

### **So you got tested. Now what?**

- Depending on the type of test and the location, your test result can take from one to approximately 10 days.
- For Parkland patients, the fastest way to view results is through our online portal, [MyChart](#). If you provided an active cell phone, you will receive a text when your results are ready to view. You will also receive a phone call and a copy of your results in the mail.
- Please follow these steps until you know for sure if you are positive for COVID-19.
  - If you are sick, isolate at home while you are waiting for your results.
  - If you do not feel sick, continue to follow the safety steps outlined below.
- While you wait:
  - Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with 60% alcohol if you don't have soap and water.
  - Do not spend time with people who are sick.
  - Stay at least 6 feet from others, even if you are feeling well.
  - Do not touch your eyes, nose and mouth if you haven't washed your hands
  - Clean all "high-touch" surfaces every day. These surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables.
  - Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
  - Wear a mask or face covering when you are around others.
- Download the free tip sheet in [English](#) or [Spanish](#).

### **Stay safe, stay home continues**

- [Hear more](#) about how Texans can work together to slow the spread of COVID-19. Dr. Francisco Cigarroa of the University of Texas Health Science Center at San Antonio says to follow simple steps to protect yourself and your love ones: wearing a mask, regular hand washing, staying home when possible, and socially distancing from others.

## **Additional resources and support**

### **Resources for business**

- Dallas County offers free [“mask required” signs](#) in English and Spanish available for download for any business to post as needed.
- Also available for free download is a [sample health and safety policy](#). Businesses in Dallas County that serve the public must have a health and safety policy.
- Target offers a free downloadable toolkit for retail businesses that includes customer updates, signage and other safety communications ideas. [Download the kit.](#)

### **Care and support for children**

- This [meal finder map](#) from the Texas Education Agency connects students with meals.
- Texas will provide \$200 million for the purchase of devices and home internet solutions to enable remote learning during the COVID-19 pandemic for Texas students that lack connectivity. The Texas Education Agency will purchase and distribute devices, hotspots, routers, and more based on specific needs identified by local districts. [Learn more.](#)
- Parents and people who work with families and children can join a free webinar called “Keeping Infants and Children Healthy During the COVID-19 Pandemic.”
  - Presenters will be from Health and Human Services Commission programs, including the Office of Disability Prevention for Children, Early Childhood Intervention, Texas WIC and the Texas Ten Step Program.
  - [Register](#) to attend the webinar on July 29 from 10-11:15 a.m. After registering, you will receive a confirmation email explaining how to join the webinar. For questions, email Jay Smith at [jay.smith@hhsc.state.tx.us](mailto:jay.smith@hhsc.state.tx.us) or call 512-438-4715.

### **Community information**

- Texas Health and Human Services Commission (HHSC) will extend automatic renewals for Supplemental Nutrition Assistance Program (SNAP) and temporarily waive interview requirements. The automatic renewals will extend the benefits for households who have not yet turned in their renewal information for July and August. Texans in need can apply for benefits, including SNAP and Medicaid, at [YourTexasBenefits.com](http://YourTexasBenefits.com).
- Texas Health and Human Services can help connect you with needed mental health services during this difficult time. [Learn more](#) about mental health resources and support.
- DART is designing an entirely new bus network and seeking community input to improve its service in all 13 cities that collect sales taxes to fund DART services. Let your voice be heard. Take the 10-minute survey in [English](#) or [Spanish](#). You could be one of 10 people to win a \$100 GoPass Tap card.