

April 25, 2020



630-548-9500

www.elitecaremanagement.com

Let our family take care of yours.

Top 10 Mental Health
Tips for COVID-19
Social Distancing

Social distancing does
not mean emotional
distancing; use
technology to connect
widely;

Clear routines and
schedule, seven days a
week, at home—don't
go overboard;

Exercise and physical
activity, daily if
possible;

Learning and
intellectual
engagement—books,
reading, limited
internet;

Positive family time—
working to counter
negativity;

Alone time, outside if
possible, but inside
too; but remember,
don't isolate;

Focused meditation and
relaxation;

Remember the things
that you really enjoy
doing, that you can do
in this situation, and
find a way to do them;



Elite's Care Management's management team is amazed at the pace by which another week has passed. First and foremost, please know that the operational update is again brief, because it's good.

As we continue to monitor symptoms and follow protocols that are sometimes more strict than government standards for testing and quarantining, our outstanding staff members continue demonstrating their unbridled commitment to what we're all trying to do – keep our patients and staff safe.

We're focusing in on the reality that COVID-19 is in our towns. With testing more widely available, the numbers will continue to increase. Experts tell us the peak is to hit mid-May, and our challenge will be to be ready to respond to its presence, continuing to do what it takes to protect and care.

Pure "science", removed from the practical realities of our work, suggests that the opportunity to establish this collective "baseline" could be an effective way to break the uncertainty of asymptomatic positives. Limiting testing access to those with symptoms has come to seem like closing the barn door after the horse was already out. Until now, the inability to test as frequently as was felt to be necessary has hamstrung many providers' best intentions, and exacerbated provider missteps. This had been made harder because systems to access testing haven't been straightforward. In short, simultaneous testing was pretty much impossible. Testing capacity is now enhanced, with many labs now participating, but shortages of the basic supplies to take samples continue to constrain, though less so with the current initiative. Click on the state for testing information [Illinois](#) and [Indiana](#).

We are working with Optimum Faith Lab which offers an in home finger stick COVID-19 test. This lab will go into the home and receive results in 60 mins. They will bill insurance companies with a Dr's order the same way as if a patient has labs drawn; if patient does not have insurance the test is ONLY \$35.00. They are also an in home lab and works with Quest. We will also be using this lab exclusively for lab draws.

When a patient is being tested, family and caregivers will be notified. The same thing happens when test results come back. Those results have tended to take several days to come back. *(continued below...)*

9) Limit exposure to TV and internet news; choose small windows and then find ways to cleanse yourself of it;

10) Bathe daily, if possible, to reinforce the feeling of cleanliness.

Remember:

Things will get better eventually, and back to normal; the world is not collapsing (don't go "catastrophic").

Most people are good, and people are going to persevere and help each other

You're tough, you've overcome challenges before; this is a new one.

This is a particularly strange and unprecedented situation; humor helps once in a while.

If having obsessive or compulsive thoughts related to the virus, or the broader uncertainty, wash your hands once, and then remind yourself that anxiety is normal in this scenario. But the mind also can also play tricks on us.

Try to breathe and move the internal discussion on. Live in the moment, think about today, less about the next three days, even less about next week; limit thinking about the next few months or years, for now.

We have also added a COVID-19 information link on our website at www.elitecaremanagement.com, and we post frequent updates on our social media pages.

Uncertainty and anxiety can also be significant factors in what make us feel unsafe. Therefore, we want to provide you with the most up-to-date information as soon as we have it.

We've been checking in with patients and staff members via email and phone calls. Here's is one example:

It's _____ from Elite Care Management, calling with an weekly check in. Operationally, everything is going well, due in large part to the terrific response of our staff. In short, they're making sure they're getting to work, completing screening processes, following what must seem like constantly changing protocols, and finding a way to ensure our residents and patients aren't left in the margins of this national crisis. Elite also has also joined other leadership staff to have check-in conversations to make sure they were doing OK. We have created a COVID-19 screening tool to be used in the home.

Lastly, we also want to thank you for your patience with us. We hope we're managing that in a satisfactory way. Looking ahead to next week, we're really focusing on making sure we have the necessary personal protective equipment, as supply channels are of increasing concern. If you know of any opportunities in surgical masks and hand sanitizer we'd appreciate your letting us know.

We hope you are well, and staying safe – we will get through this together!

Gov. J.B. Pritzker extends 'modified' Illinois stay-at-home order through May 30

As you by now already know, the stay-at-home order in Illinois that now runs until at least May 30 will require people to cover their faces in most public settings but will also allow some businesses and state parks to reopen.

It will also permit hospitals to again offer some types of elective surgeries, giving relief to patients whose procedures had been put on hold because of the pandemic.

What will open? Garden centers, greenhouses and nurseries will be allowed to reopen as essential businesses with requirements for staff and customers to wear face coverings and maintain social distancing.

Animal grooming services can also reopen May 1, and retail stores that are not designated as essential businesses under the current order will also be able to start taking orders by phone and online for pick-up and delivery. The order's basic message, though, remains the same: **stay home, if you can.**

GREEN ZONE	<p>ALL CLEAR (GOAL)</p> <ul style="list-style-type: none"> • Cough with no wheezing, or shortness of breath • Low grade fever relieved with fever reducing medication • Appetite is good 	<p>Doing Ok-Your symptoms are under control</p> <ul style="list-style-type: none"> • Actions: <ul style="list-style-type: none"> ○ Stay home in a “sick room” away from other people and pets ○ Use a separate bathroom ○ Postponing doctor’s appointments or use telemedicine ○ Wear a covering over mouth and nose if you must be around anyone ○ Sneeze or cough into a tissue and throw into a lined trash can ○ Wash hands with soap and water for at least 20 second frequently ○ Avoid touching your eyes, nose, or mouth with unwashed hands
YELLOW ZONE	<p>CAUTION (WARNING) If you have any of the following:</p> <ul style="list-style-type: none"> • Sputum (phlegm) increases, color changes, or it thickens • More trouble breathing or more coughing with activity • Extra pillows to sleep • Medicine is not helping • Appetite not very good 	<p>Act Today!</p> <ul style="list-style-type: none"> • Means you need further evaluation • Actions: <ul style="list-style-type: none"> ○ Call Elite Care Management at <div style="text-align: center;"> 630 - 548 - 9500 <i>(agency’s phone number)</i> </div> ○ Or call your doctor <div style="text-align: center;"> <hr style="width: 100%; border: 0.5px solid black;"/> <i>(doctor’s phone number)</i> </div>
RED ZONE	<p>EMERGENCY</p> <ul style="list-style-type: none"> • Trouble breathing or wheezing at rest <ul style="list-style-type: none"> ○ Hard to walk or talk • Chest pain or tightness that does not go away • New confusion or inability to arouse • Lips or fingernails turn blue or grey 	<p>Act NOW!</p> <ul style="list-style-type: none"> • Means you need to be seen by a doctor <u>right away</u>. Call ahead and tell the facility or ER if you have tested positive for COVID-19 • Actions: <ul style="list-style-type: none"> ○ Go the Emergency Room ○ Or call 911

Disinfecting Clothes: How to Prevent COVID-19

In light of the ongoing COVID-19 pandemic, health organizations around the globe continue to highlight the importance of physical distancing, hand washing, and disinfecting everyday items, such as clothes.

Cleaning and disinfecting are different processes. Cleaning involves removing dirt and germs from surfaces. While cleaning may lower the risk of spreading infectious agents, such as viruses and bacteria, it does not kill them. Disinfection requires the use of chemicals that kill germs. Disinfecting hard surfaces and textiles after cleaning them can further reduce the risk of spreading infections.

The authors reported that the virus remained infectious for 3–7 days on glass, stainless steel, and plastic surfaces, and less than 2 days on wood and cloth. Their findings also suggest that SARS-CoV-2 is highly sensitive to heat. After increasing the temperature to 70°C (158°F), the virus became inactive within 5 minutes.

Disinfecting surfaces with 0.1% sodium hypochlorite (bleach), 0.5% hydrogen peroxide, or 62–71% ethanol effectively inactivates most coronaviruses, rendering them no longer infectious. Practicing proper hand hygiene and disinfection protocols at home and in public can help lower the risk of indirect transmission.

Doing laundry at home

Launder items with laundry soap or household detergent. Consider using a detergent that contains bleach. However, be sure to read the product description and guidelines to avoid potentially ruining certain clothing items. Consider soaking clothes in a solution containing quaternary ammonium before washing them. Choose the warmest available water setting. The WHO recommend water temperatures between 60–90°C (140–194°F). However, high temperatures can damage or shrink delicate clothing items, so remember to read the care labels.

Dry clothing completely.

Disinfect laundry baskets with 0.1% sodium hypochlorite or one of these household disinfectants, which the Environmental Protection Agency (EPA) have approved. Wear gloves when doing laundry. Wash the hands with warm water and soap immediately after removing the gloves. If gloves are not available, wash the hands immediately after handling dirty clothing and avoid touching the face.

Doing laundry at a laundromat

Not everyone has a washing machine in their home. However, those who use laundry facilities can still follow the guidelines that we have listed above.

In addition, consider the following precautions when doing laundry in a public place:

Maintain a 6-foot (2-meter) distance from other people.

Wear disposable gloves and avoid touching the face.

Disinfect the surfaces of the washer and dryer.

Fold the laundry at home.

At home, immediately wash the hands before folding the laundry.

Disinfect the laundry basket or consider using disposable laundry bags.

We are Here for You!

Our patients are our top priority. Please do not hesitate to contact the Elite Care Management management team with any questions or concerns health related issues at 630-548-9500.