

Frequently Asked Questions about COVID-19 Voluntary Service April 2020

This FAQ provides information on assisting with the COVID-19 pandemic at New York-Presbyterian Hospital and Henry Ford Health System.

- **What locations could I be sent to perform this voluntary service?**
You may be sent anywhere within the New York-Presbyterian Hospital health system or the Henry Ford Health System in Michigan — wherever your skills would be most valuable in the areas of greatest need. If you have a preference for a particular location, discuss it with your supervisor.
- **If I'm approved for this assignment, how soon will I be required to leave?**
If you are interested in assisting, please [complete this form](#). Leadership will determine who will assist and if selected, reach out to you about the timing for your departure. The intent would be to send individuals within one week of approval.
- **How will I get to my assigned location?**
This is currently under discussion. Details to come.
- **How will I be compensated for this assignment?**
You will continue to receive your regular pay and benefits, including accruing PTO while on this assignment. No vacation time or PTO will need to be taken.
- **Will I be receiving additional pay while on this assignment?**
Supplemental pay will be provided at the completion of the assignment. Details are still in discussion.
- **Will I need a license for that state that I am deployed to for practice?**
No, emergency procedures have been put in place to grant those currently licensed in their current state privileges to practice in another state during this crisis.
- **Am I covered from a medical malpractice perspective?**
Individuals will be covered by Cleveland Clinic professional liability insurance. They are also covered under the emergency immunity laws that have been enacted.
- **Will any additional expenses be covered?**
Transportation, housing, meals and laundry will all be provided at no cost to you.
- **Will we have appropriate PPE available for us to use during medical care?**
Per CDC guidelines, the appropriate personal protective equipment (PPE) will be available for clinical use.
- **How long will I need to commit to this assignment?**
Your manager will work with you to determine how long you should assist in New York or Michigan on a case-by-case basis. Caregivers are free to come home at any time.
- **What happens if there is a surge at a location within the Cleveland Clinic health system?**
Through careful planning, we are positioned at this time to serve the needs of our own health system. If we experience an increased need at our locations, Cleveland Clinic will bring our caregivers back to meet the needs throughout our health system.
- **What happens if I get sick or test positive for COVID-19?**

We will make arrangements for individuals who get sick or test positive for COVID-19 to come home.

- **Upon my return, will I need to self-quarantine or get cleared by Occupational Health before returning to work at CCF?**

When you return from assignment you will need to call the COVID-19 Hotline at 216.445.8246 to be screened and cleared by Occupational Health to return to work.

- **Will I be allowed to take any time off when I return from the assignment?**

Any time off requests will need to be approved by your current manager. PTO will need to be taken.

- **Will I be in contact with the Cleveland Clinic during this assignment?**

Yes. A Cleveland Clinic representative will conduct regular check-ins as appropriate.

- **What type of training/orientation will be provided to me?**

You will be assigned an on-site coordinator upon arrival at your deployment location who will assist you with the details of the assignment (e.g. shift, contact information, training etc.).

- **Who do I contact if I am interested or have any further questions?**

To assist or ask a question, [please complete this form](#). Nursing leadership will be in contact with nurses selected to assist.