

## Northwestern Medicine Travel Restriction Process FAQs

July 8

### **Q: What is the process for staff who live or work in Chicago and have traveled to one of the High Incidence States as defined by the City of Chicago?**

**A:** NM employees and physicians are strongly encouraged to postpone personal travel to areas of the U.S. where COVID-19 is prevalent. Effective July 6, the City of Chicago issued an order requiring a 14-day self-quarantine for individuals who live or work in Chicago and have traveled to certain states that are designated as High Incidence States.

More information on the Order and a current list of states can be found at <https://www.chicago.gov/city/en/sites/covid-19/home/emergency-travel-order.html>. The list of states will be updated each Tuesday, with the order effective for the updated list of states each Friday (three days later).

If staff who live or work in the City of Chicago traveled to one of the designated high-incidence states and returned on July 6 or the applicable Friday after a state is listed by the City of Chicago, staff must complete the following steps:

- If their job function permits and with manager approval, the staff member may work from home for the duration of their quarantine, which is 14 days from the date they leave the high incidence state.
- If the staff member wishes to return to work within an NM facility sooner than 14 days, they need to call the COVID-19 Hotline at 312.47.COVID (312.472.6843).
- Corporate Health will determine next steps, which may include a COVID-19 PCR test on days 5-7 from the date of return.
- Staff must send the test results to Corporate Health at [corphealth@nm.org](mailto:corphealth@nm.org).
- If the test result is negative and validated by Corporate Health, the staff member and their manager will receive an email that they are cleared to return to work on day 8 from the date of return.
- If the test result is positive, Corporate Health will contact the staff member regarding next steps to return to work.
- If the staff member must remain off work, they will be required to use their PTO/vacation time, or go unpaid.  
If the staff member develops COVID-like symptoms at any point, they should call the COVID-19 Hotline.

### **Q: What is NM's policy on domestic personal travel?**

**A:** NM employees and physicians are strongly encouraged to postpone personal travel to areas of the U.S. where COVID-19 is prevalent. The City of Chicago has issued an order requiring a 14-day self-quarantine for individuals who live or work in the City who have traveled to certain states that are designated as High Incidence States. As a healthcare worker you may be able to return to work after eight days if certain conditions are met, including you testing negative for COVID-19 on days 5-7 after returning. More information on the order and a current list of states can be found at <https://www.chicago.gov/city/en/sites/covid-19/home/emergency-travel-order.html>. The list of

states will be updated each Tuesday, with the Order effective for the updated list of states each Friday (three days later).

If you have traveled to an identified hotspot you should contact the COVID-19 Hotline at 312.47.COVID (312.472.6843) prior to returning to work at NM in order to determine whether and for how long you will be required to self-quarantine. The COVID Hotline is open from 8 am to 5 pm Monday through Friday and 8 am to noon Saturday and Sunday. If you must complete a quarantine period upon return, you may use PTO or vacation time, or go unpaid.

Please notify your manager if you have plans to travel to any of the countries on the CDC travel advisory list or identified hotspots within the U.S.

**Q: How will NM benefits cover doctors' visits or virology testing for COVID-19?**

**A:** Effective June 6, 2020, NM PPO and NM HDHP plans will continue to offer \$0 member co-pay for telemedicine visits for COVID-19 care. Copays will now apply for telemedicine visits for non-COVID-19 care. This includes all NM Tier 1 and Aetna Tier 2 providers delivering synchronous virtual care (live videoconferencing or telemedicine medical consultations). Aetna will also waive member cost share for all diagnostic testing related to COVID-19. This policy will cover the test kit for patients who meet CDC guidelines for virology testing, which can be done in any approved laboratory location.

**Q: What should I expect if I am asked to be tested for COVID-19 due to a potential workplace exposure?**

**A:** All employee and physician testing is assessed by the COVID-19 Hotline to determine if you meet the COVID-19 testing criteria. If it is determined that testing is appropriate, you will receive an order and be directed to a testing location. Employees and physicians will receive a call from Corporate Health with results within 48-72 hours. Do not visit a testing site prior to receiving those instructions. Any questions about testing or treatment should be directed to the COVID-19 hotline at 312.47.COVID (312.472.6843).