



مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

MEDICAL AFFAIRS GROUP

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INTERNAL MEMO

TO: **Norah Almalhoog** **DATE:** 24 Shawwal 1441
Acting Director, Corporate Communications 16 June 2020
Corporate Communications Division - Riyadh

FROM: **Hail Alabdely, MD** **REF:** MCA-ED/2102/41
Chief Medical Officer
Medical Affairs Group

SUBJECT: **RE: REQUIREMENTS FOR RETURNING EMPLOYEES TO THE WORKPLACE AND REOPENING THE CLINICS FOR THE PATIENTS**
CC/353/41

In reference to memo CC/353/41 in regards to preparation for safe return of our employees to the workplace and reopening of the Hospital for patients, Medical Affairs would like to share with you some information, in order to update our COVID page:

1. The new flow for reopening the Hospital during the COVID-19 pandemic:
 - a. All hospital entrances provide SARI exam for everyone.
 - b. Only patients who have appointments are allowed in with one escorted.
 - c. Face masks shall be used all time, for patients, escorts and employees with maintaining social distancing.
 - d. Pharmacy & Medical Store are open for patient pick up in addition to delivery services.
 - e. All waiting areas are modified to maintain social distancing.
 - f. Some units are reopened as ICU to meet The COVID-19 surge needs.
 - g. Only urgent surgeries and procedure are performed.
 - h. Most Department developed a contingency plan which may include two working team A & B.
2. FAQs that patients and the public in general address to MA: Not available, questions are addressed to Social Media or call center. However, most questions are in regards to "should come to the appointment or not even when they were called by their healthcare provider"
3. The new phase of returning employees to the workplace:
 - a. Increase number of employees who is coming back to work with the encouragement to do Telework as possible
 - b. Follow all Infection Control recommendations
 - c. Meeting will continue to be virtual
4. Reopening the clinics for the patients:

- a. All HCP are requested to review the list of their patients booked for appointment, to identify those who need to come to the clinic and those who can be served via phone consultation.
- b. Each HCP shall call patients who do not need to come to the clinic 5 days prior to the appointment date, and informed them to expect their call or virtual session on the appointment date and time.
- c. The rest of the patients booked shall be seen in the clinics.
- d. Different clinical services clinics and appointments were resumed on site, over the phone and virtually depending on the clinical needs of the patients.
- e. Increase the number of virtual appointments

Thank you.

HA/shao

Attachment: As Stated

CC: Shareefa Alabdulmunem, Chief Transformation Officer, T-HQ
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Dima