COVID-19

A message from Ballad Health Corporate Emergency Operations Center (CEOC)

Ballad Health™

>> PLEASE READ AND CASCADE.<<

TO: Ballad Health all
FROM: Ballad Health Corporate Emergency Operations Center
DATE: Jan. 12, 2021
TITLE: COVID-19 community vaccination centers open for select patient populations in Virginia and Tennessee
ACTION: Read, cascade and share with eligible team members and BHMA patients

Last week, Ballad Health opened three community vaccination centers (CVCs) in Tennessee to help support the Tennessee Department of Health (TDH) with COVID-19 vaccine distribution to anyone older than 75. In line with Governor Northam's directive last week to increase flexibility and speed up vaccine distribution in Virginia, the Virginia Department of Health (VDH) announced that select health districts will begin Phase 1b vaccinations this week.

While these efforts are led by regional health departments, **Ballad Health is now assisting them by offering the vaccine in <u>both</u> states to any patient who is older than age 75 and established with one of our Tennessee or Virginia-based Ballad Health Medical Associates providers.** This can be a Ballad Health primary care office, specialty clinic or even an urgent care center.

Since Ballad Health transitioned to Epic, our universal medical record platform, in 2020, we are able to more easily correspond with this patient population through the Ballad Health App, MyChart and our in-house scheduling processes, while the health department supports more of the general public in this phase.

Just today, information has been shared in national media platforms that the Centers for Disease Control and Prevention (CDC) will recommend that states give COVID -19 vaccine to anyone 65 and older. At this time, we have <u>not</u> received official direction from TDH or VDH to vaccinate this group of individuals. If or when that directive is received, we will communicate appropriately.

Ballad Health has opened two additional community vaccination centers – one in Abingdon, Va., and one in Norton, Va. – where we will provide the vaccine to established patients of Ballad Health Medical Associates clinics in Virginia who are over the age of 75. The health department is offering the vaccine to all other citizens over the age of 75; those who do not have an established Ballad Health Medical Associates provider.

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Ballad Health Medical Associates patients who might qualify, must call their physician's office directly to schedule an appointment to receive the vaccine at one of the five Ballad Health community vaccination centers. The BHMA provider can be with a Ballad Health primary care office, specialty clinic or even an urgent care center.

About the community vaccination centers (CVCs)
- Located in Abingdon and Norton, Va., and Bristol, Johnson City and Kingsport, Tenn.
- Patients must book appointments through their BHMA primary care, specialty or urgent care provider
- **Appointments are required**
- **No walk-in patients are permitted**
- Physician orders are not permitted
- Patients should only present at their scheduled time, **there is no need to arrive early.**
- Caregivers for those 75 or older are not eligible for the vaccine unless they fall in line with one of the other qualified categories for vaccine.
- Patients are asked to bring their ID and insurance card, if they have one
- The vaccine is available free of charge. Patients will not be billed for the service; however, Ballad Health will file it with their insurance company.
- After community members receive their vaccine, they will be observed for at least 15 minutes to ensure there are no serious side effects.
- Masks are required on site
- Guest must remain physically distanced by six feet or more

All patients over the age of 75 who do not have an established BHMA provider, may call their local health department to schedule an appointment, or they may visit one of the drive-thru locations located throughout the Appalachian Highlands. Please see an extensive list of health department offices for both Tennessee and Virginia listed at the bottom of this memo.

In addition to all Ballad Health team members, medical staff and volunteers, as well as community healthcare workers who are receiving the vaccine through our internal hospital PODs, there are several other patient groups who have been approved to receive the vaccine through the health department. Except for patients over the age of 75 with established BHMA providers, these groups are not permitted to receive the vaccine at the Ballad Health CVCs at this time.

Eligibility through the local departments of health
- VIRGINIA: Some examples of the 1a and 1b eligible populations

- o People age 75+
- o Healthcare personnel
- o Residents and staff of long-term care facilities
- o Frontline essential workers such as police, fire, hazmat
- o Childcare/PreK-12 teachers and staff, grocery store and public transit workers
- o People living in correctional facilities, homeless shelters and migrant labor camps
- TENNESSEE: Some examples of 1a1 and 1a2 eligible populations
  - o People age 75+
  - o Inpatient and other high exposure healthcare workers
  - o Residents and staff of long-term care facilities
  - o First responders
  - o Adults who cannot live independently
  - o Outpatient healthcare workers with direct patient exposure, including mortuary services

To learn more or to set up alerts for when certain populations are eligible, visit the VDH and TDH websites:
- https://www.vdh.virginia.gov/covid-19-vaccine/
- https://covid19.tn.gov/covid-19-vaccines/eligibility/

Additional updates regarding the team member vaccination process
- Now that the hospital PODs are closed for first dose administration, new team members <u>and</u> current team members who desire to receive the <u>first dose</u> of the vaccine should please standby for additional information coming soon or visit the local health department in your state of residence to receive the vaccine. Please do not visit the hospital PODs or the community vaccination centers (CVCs) at this time.
- In order for team members or community healthcare workers to receive their second dose, the *CDC COVID-19 Vaccination Record Card* and the *MyChart Immunization Summary* is not required upon arrival to hospital PODs however it is encouraged.
- **You must return to the same POD where you received your first dose to receive your second dose.** Second doses are shipping to Ballad Health based on the number of first doses administered per site.
- The time period between first and second doses is as follows: *21 days after first dose for Pfizer, 28 days after first dose for Moderna.*
- Per CDC guidelines, persons should not receive the second dose earlier than recommended, however second doses administered within a grace period of 4 days earlier than the recommended date for the second dose are still considered valid.

- CDC guidelines change frequently, so please be aware that team members and community healthcare workers **could be turned away for your second dose after screening clarifications based on your possible reactions to the first dose.**

If you or a team member has additional vaccine-related questions, please contact 423-302-6999 or BalladHealthCorporateEOC@balladhealth.org.

Information for the second dose administration for Ballad Health team members and community healthcare workers only:

Facility POD locations
- JCMC – 7th floor auditoriums
- BRMC – Lower level conference center
- HVMC – B Building; Take the B elevators to the 3rd floor
- JMH – Medical Office Building, 1st Floor
- NCH – Urgent Care beside the Emergency Department

POD hours of operation

	JCMC	BRMC	HVMC	JMH	NCH
SECOND DOSE ONLY					
Sunday January 10th				6 a.m. – 2:30 p.m.	
Monday January 11th	7 a.m. – 1 p.m.	6 a.m. – 10 a.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	6 a.m. – 1 p.m.
Tuesday January 12th	7 a.m. – 1 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	12 p.m. – 8 p.m.	6 a.m. – 10 a.m.
Wednesday January 13th		7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	
Thursday January 14th		7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	6 a.m. – 2:30 p.m.	
Friday January 15th	7 a.m. – 4 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	
Saturday January 16th					
Sunday January 17th					

Monday January 18th	7 a.m. – 1 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	7 a.m. – 12 p.m.
Tuesday January 19th	7 a.m. – 6 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.		7 a.m. – 12 p.m.
Wednesday January 20th		7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	8 a.m. – 12 p.m.
Thursday January 21st		7 a.m. – 12 p.m.		8 a.m. – 4 p.m.	
Friday January 22nd	7 a.m. – 1 p.m.	7 a.m. – 12 p.m.		8 a.m. – 4 p.m.	
Saturday January 23rd					
Sunday January 24th					
Monday January 25th	7 a.m. – 1 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	
Tuesday January 26th	7 a.m. – 12 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	6 a.m. – 10 a.m.
Wednesday January 27th	4 p.m. – 9 p.m.	7 a.m. – 12 p.m.	2 p.m. – 7 p.m.	8 a.m. – 4 p.m.	
Thursday January 28th	7 a.m. – 12 p.m.	7 a.m. – 12 p.m.		8 a.m. – 4 p.m.	3 p.m. – 7 p.m.
Friday January 29th		7 a.m. – 12 p.m.		8 a.m. – 4 p.m.	8:30 a.m. – 12 p.m.
Saturday January 30th					
Sunday January 31st					
Monday February 1st				8 a.m. – 4 p.m. (Moderna)	
Tuesday February 2nd				8 a.m. – 4 p.m. (Moderna)	
Wednesday February 3rd				8 a.m. – 4 p.m. (Moderna)	
Thursday February 4th				8 a.m. – 4 p.m. (Moderna)	
Friday February 5th				8 a.m. – 4 p.m. (Moderna)	

Virginia Health Department Resources

- Bland County Health Department
  209 Jackson St.
  Bland, VA
  276-688-3642
- Bristol City (VA) Health Department
  205 Piedmont Ave.
  Bristol, VA
  276-642-7335
- Buchanan County Health Department
  1051 Rosebud Rd.
  Grundy, VA
  276-935-4591
- Carroll County Health Department
  605-15 Pine St.
  Hillsville, VA
  276-730-3180
- Dickenson County Health Department
  334 Brush Creek Rd.
  Clintwood, VA
  276-926-4979
- Galax City Health Department
  502 S. Main St., Ste 100
  Galax, VA
  276-236-6127
- Grayson County Health Department
  186 W. Main St.
  Independence, VA
  276-773-2961
- Lee County Health Department
  134 Hill St.
  Jonesville, VA
  276-346-2011
- Russell County Health Department
  75 Rogers Ave.
  Lebanon, VA
  276-889-7621

- Scott County Health Department
  190 Beech St.
  Gate City, VA
  276-386-1312
- Smyth County Health Department
  201 Francis Marion Ln.
  Marion, VA
  276-781-7460
- Tazewell County Health Department
  253 Chamber Dr.
  Tazewell, VA
  276-988-5585
- Washington County (VA) Health Department
  15068 Lee Hwy., Ste 100
  Bristol, VA
  276-676-5604
- Wise County and City of Norton Health Department
  134 Roberts St., SW
  Wise, VA
  276-328-8000
- Wythe County Health Department
  290 S. 6th St., Ste 300
  Wytheville, VA
  276-228-5507

Tennessee Health Department Resources

- Carter County Health Department
  403 East "G" St.
  Elizabethton, TN
  423-543-2521
- Cocke County Health Department
  430 College St.
  Newport, TN
  423-623-8733
- Greene County Health Department
  810 West Church St.

Greeneville, TN
423-798-1749

- Hancock County Health Department
  178 Willow St.
  Sneedville, TN
  423-733-2228
- Hawkins County Health Department - Rogersville Office
  201 Park Blvd.
  Rogersville, TN
  423-272-7641
- Hawkins County Health Department - Church Hill Office
  247 Silver Lake Rd.
  Church Hill, TN
  423-357-5341
- Johnson County Health Department
  715 West Main St.
  Mountain City, TN
  423-727-9731
- Sullivan County Health Department
  154 Blountville Bypass
  Blountville, TN.
  423-279-2855
- Unicoi County Health Department
  101 Okalona Dr.
  Erwin, TN
  423-743-9103
- Washington County Health Department - Johnson City Health Center
  219 Princeton Rd.
  Johnson City, TN.
  423-975-2200

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