Hello everyone!

Just a few news items for you today. First, I wanted to say that you may have received two messages from the Central Registry that both Meridian locations were closing as of March 29th. Meridian staff were trying to inform patients that they were going to close on Sundays, but then accidentally sent messages that the entire site was closing. Pieter explained, "The messages went out because staff used the emergency closure screen to send a message to their patients. Staff could have used the "Emergency Messages To Patients" option, which would have text and/or emailed all consenting active patients."

Second I wanted to say that Pieter will be holding a training about using the "emergency dosing" option in your menu, which will give your staff access to more patient information like medication, dose, and last dosed date. He'll make sure to go over emergency communication procedures as well. The training will be Tuesday, March 31st at 11:00am EST. Here is the link to send to the program directors to have staff register to participate: https://attendee.gotowebinar.com/rt/1079261228419528460

I would like you all to develop plans for significant staff loss if you have not already done so. One of the keys to success will be working collaboratively to share staff. I'll work on the OAC on my end, but I need you to work on memorandums of understanding among one another (example attached). To aide in quick communication, I have requested Pieter make an additional document visible to all of you in the Central Registry: a detailed listing of program director contact information for each clinic. I would request that you also enter information for your medical director and nurse supervisor. Pieter's staff will be calling to you to assist in rapid data entry if you do not do so quickly.

Thanks,
Rick