

**From:** [Theron Becker](#)  
**To:** [CMHEMS](#)  
**Subject:** daily status update  
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My status update today is pretty short since I'm self-isolating and working from home. My wife, after working the weekend in the ER, has symptoms of COVID and has tested negative for Flu. Since I've probably been exposed, I'm home for a few days to see how this plays out, so I don't bring it to work to you guys.

Here are a few things from my wife's experience as a sick CMH employee:

- She tried the new virtual doctor visit and was on hold for over an hour when she decided to just go to the walk-in clinic in person. It's a good idea, just might be overwhelmed right now.
- It was only after her flu tests were negative; they tested her for COVID.
- There's obviously some confusion and conflicting information, even within our staff. Because, when she got the COVID test, the staff told her it could take up to 14 days to get the test results back, and the test might only be as little as 35% accurate. However, information gathered from other sources at CMH indicates it can be as short as 24 hours if the patient meets the right criteria. And, the LabCorp tests CMH is using reports 100% accuracy. I just wanted to share her experience and help dispel bad information you or others may be getting. There's just a lot going on and a lot to learn.

The awesome news is CMH has approved a pretty expensive proposition we presented to buy a bunch of respirators like we already have in the hazmat bags and have all of the staff fit-tested! Aaron and Brice are working out the details to make it happen. These masks have eye protection and the capacity to be used in any hazmat environment suitable for respirators. I'm very excited to see CMH approve this large purchase to keep our staff safe.

I've been working on gathering info to present a new protocol to Dr. Cauchi with all the altered practices to employ with a potentially infectious patient. Stand by for more on that, hopefully, tomorrow (it's terribly difficult to be efficient with two daughters happy that daddy is spending the day at home).

Several communications from BEMS, that I assume have gone to everyone, but Missouri Ambulance Association has compiled them in one place if you would like to review: <https://moambulance.org/COVID-19-RESPONSE-resources-AND-LINKS>. A few of these have specific impacts to us:

- We have three staff members (Kevin, Allen, and James) that will probably be eligible for the provisional paramedic license. They will finish their field internship, take the written NREMT exam, and get a "provisional" paramedic license until they can take the psychomotor after COVID.

Aaron and the managers have been working on getting the Crew Leader position up to speed today. There are a lot of moving parts to keep the schedule filled and develop a list of expectations on something we've never tried. My part of the deal is ensuring communication tools for that crew (FirstNet phone and radios). Put this number in your phone, it is the Crew Leader's phone they will pass between crews: 417-599-9361. Voice, text, and even Slack is set up on that device.

Check your email on updates to the ESO quick reference. One of our hurdles has been educating ourselves on how to accurately select the CMS billing level. Again, reference my email earlier today on that topic.

**Theron Becker**

**EMS Clinical Chief**

**Citizens Memorial Hospital / Emergency Medical Services**

cell **417-597-3688** / fax 417-328-7209

**theron.becker@citizensmemorial.com**

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Provide safe, exceptional, and compassionate care  
to our communities with an emphasis on  
highly trained and empowered staff.