



**STATE OF CONNECTICUT**  
**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES**  
*A Healthcare Service Agency*

NED LAMONT  
GOVERNOR

MIRIAM E. DELPHIN-RITTMON, Ph.D.  
COMMISSIONER

**MEMORANDUM**

**To:** DMHAS Private Non-Profit Providers  
**From:** Miriam E. Delphin-Rittmon, Ph.D.  
**Date:** April 6, 2020  
**Subject:** DMHAS COVID-19 Provider Update #10

The coming weeks are expected to be challenging ones for our state as we brace ourselves for an anticipated surge in COVID-19 cases. During this time, we expect to see an increase in cases and hospitalizations throughout the state. On Friday, Governor Ned Lamont provided a [slide show presentation](#) which included predictions of when different parts of the state are expected to be impacted by the virus.

*Reporting of COVID Cases to DMHAS*

Positive COVID-19 test results and COVID-19 related deaths should be reported to DMHAS via the Critical Incident reporting process. This applies to staff as well (as it relates to the impact on operations).

**For positive COVID-19 tests:** Use Medical Event as the category and Medical Event – Other as the subcategory. Whenever possible, include the following information in the Details section:

- Date of positive COVID-19 test result
- Patient's current disposition (i.e., quarantined at home; hospitalized)
- Infection control measures taken by agency in response to positive COVID-19 test result of patient or staff

**For COVID-19 related deaths:** Use Death as the category and Illness, Age, or Medical Reason as the subcategory. Whenever possible, include the following information in the Details section:

- Date of positive COVID-19 test result
- Date of death
- Any comorbid conditions/circumstances that may be relevant

(860) 418-7000  
410 Capitol Avenue, P.O. Box 341431, Hartford, Connecticut 06134  
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*Governor Lamont Executive Order No. 7U*

Yesterday, Governor Lamont signed [Executive Order \(EO\) No. 7U](#) which allows protection from civil liability for health care professional and health care facilities for actions or omissions in support of the state's COVID-19 response. The EO protects health care professionals and health care facilities, including nursing homes and field hospitals, from lawsuits for any injury or death because of the individual's or health care facility's acts or omissions undertaken in good faith in support of the State's COVID-19 response, including but not limited to acts or omissions undertaken because of a lack of resources, that renders the health care professional or health care facility unable to provide the level or manner of care that otherwise would have been required in the absence of the COVID-19 pandemic. State statutes already provide similar protections for other first responders, including police, firefighters, and EMS. Under the EO, a "health care facility" is a licensed or state-approved hospital, clinic, nursing home, field hospital or other facility designated by the Commissioner of the Department of Public Health (DPH) for temporary use for the purposes of providing essential services in support of the State's COVID-19 response. Facilities not licensed or state-approved as a hospital, clinic, nursing home or field hospital would need to obtain a designation for temporary use for the purposes of providing essential services in support of the State's COVID-19 response from DPH.

*Visual Tool for Health Care Providers*

Please find attached a visual tool for health care providers to use when communicating with people who are deaf or hard of hearing in an emergency or urgent situation. The two-page tool includes images a person can select to identify:

- Their preferred method of communication
- How they feel
- Symptoms they have and how long they have had the symptoms

The tool also allows staff to suggest treatment and care options, steps that can be taken to prevent illness and its spread, as well as resources for more information about COVID-19. The tool can also be used to help someone when there are other communication barriers. The tool does not replace interpreters or other accommodations, but can help you respond when a person needs assistance and offer reassurance they are being heard.

While I know the days ahead of us will likely be difficult, I am confident that we will come out on the other side of this. Please know that we are here to support you. If you have any questions or concerns, please feel free to reach out to me at [Miriam.Delphin-Rittmon@ct.gov](mailto:Miriam.Delphin-Rittmon@ct.gov) or Deputy Commissioner Nancy Navarretta via email at [Nancy.Navarretta@ct.gov](mailto:Nancy.Navarretta@ct.gov).