

Employee FAQ for Sewer Outage in East Tower

What is happening?

The Medical Center is replacing the main sewer lines servicing the University Hospital's East Tower.

When will this happen?

The plumbing team will work each night between the hours of Midnight and 4 AM to replace the sewer pipes in sections. This work will take place Monday, Tuesday, Wednesday and Thursday of each week from January 30 to February 21.

What area is impacted?

Only the East Tower of the University Hospital is impacted by these planned outages.

Why are these repairs important?

We are protecting our patients. The Medical Center is replacing the sewer pipes in a sustained and systematic process in hopes of avoiding an unplanned leak that could potentially impact our ability to provide patient care across large sections of our units.

How will I be notified of the outage?

Facilities will contact our Call Center at 11:15 PM each night repairs are taking place. From there, our Call Center will send all unit charge nurses and nursing supervisors a reminder through an AMCOM page. The Call Center will send a message at Midnight alerting team members that the service outage is in effect and will send out a final message at 4 AM when service is restored.

What happens after the reminder is issued?

Facilities will begin moving through the East Tower to lock patient, staff and public restrooms to prevent their accidental usage during the outage starting at 11:30 PM.

How am I impacted?

If you work in an impacted area, to protect the plumbing team members who are performing the repair work, you should not dispose of anything down a drain during the service outage. This includes not using any toilet, shower, sink, floor drain or hopper in the East Tower until the service is restored.

Please know that during these repairs, your assistance is critical to protecting our Medical Center team members. Every drop of water that enters the plumbing will increase and hasten the advance of sewage materials towards the team members making these repairs, so your support is crucial for their safety.

How do I keep my hands clean while this work is being done?

Sanitize your hands with alcohol hand gel before and after entering a patient room, unless the patient is in isolation or if you are exposed to bodily fluids such with a failed glove. For isolation patients, or for instances when team members are exposed to bodily fluids, please cleanse your hands with soap and water only on exiting the room.

In these instances, please use only the minimum amount of water necessary by following the steps below:

- Turn on water
- Wet hands and immediately turn off water
- Apply soap and scrub for 20- to 25-seconds
- Turn on water and rinse your hands quickly
- Turn off water as quickly as possible

How are my patients impacted?

Please direct patients to use the provided bedside commodes if they are ambulatory and to use PDI wipes to cleanse their hands after toileting. Liners and solidifying agents are available on the units. Patients needing dialysis during the period of Midnight to 4 AM should be placed on appropriate acuity units located outside of the East Tower.

Where are the nearest restrooms we can use?

Please use the restrooms on the main hallway in the Central Tower, just outside of your unit.