



COVID-19 DAILY UPDATE



Update on COVID-19 Response - March 17, 2020

A message to all CMH team members from John Alexander, MD, MHCM, FACEP, Chief Medical Officer, Central Maine Healthcare

We are committed to transparency and communication as we manage the COVID-19 situation. In addition to this daily email, we are providing team member updates on the Portal as well as a new dedicated employee page at www.cmhc.org/team-alerts. There you will find the latest guidance on patient care, testing protocols and results and workplace issues.

- As of today, the number of confirmed and likely COVID-19 cases in Maine is 32. To date, three cases have been tested positive at Central Maine Healthcare - one at the Central Maine Medical Center Emergency Room, one at the Bridgton Hospital Emergency Room and one at the tent outside of the CMMC Emergency Room. All patients are quarantined at home.
- We continue to test patients in satellite sites adjacent to our Emergency Departments. We have tested more than 50 patients.
- We have three staff members who have been tested, with results pending.
- Access to all of our hospitals is restricted. Visitors are prohibited with a few exceptions (compassionate care, laboring mothers and pediatric patients). Please help patients and families understand that the restrictions are for everybody's safety. Visitors seeking exceptions should be courteously asked to wait while supervisors are consulted.
- Staff must enter through designated doors.
 - At CMMC, keep in mind that access to the main hospital through 12 High St. is badge-only.
 - At Rumford Hospital, the main lobby will be open from 5:30 a.m. - 6:30 p.m. Monday - Friday, 7 a.m. - 12 noon on Saturday and locked on Sunday
 - The back door (by dietary) will be open 7:30 - 5 p.m. Monday - Friday and locked all weekend.
 - The ED door will remain the same.
 - Employees will be able to swipe in any door and are encouraged not to use the ED entrance if you do not work there.
 - At Bridgton Hospital, the main lobby will be open from 6 a.m. - 5:30 p.m. Monday - Friday, 6 a.m. - 12:30 p.m. Saturday and locked on Sunday
 - When the doors are locked, please enter through the ED entrance.
 - All other entrances are locked.

- We have postponed most elective surgeries that require an inpatient stay. We are evaluating all scheduled surgeries to see which can be safely rescheduled. Same-day procedures are still proceeding as scheduled.
- Practice and clinic visits are proceeding, including at 12 High Street, where the retail pharmacy and lab are also business-as-usual. Patients with concerns should call their providers' practices.
- If you are experiencing financial hardship as a result of unexpected childcare expenses, the Employee Emergency Assistance Fund is available. The application is available on the Portal under "Organization Resources".
- We continue to explore the potential for remote work by some staff and are evaluating which teams could work from home without sacrificing business continuity.
- We are setting up a process for reallocating team members who may be impacted by lower clinical volumes to other CMH areas where they can be of help. More information will be provided to team members as the process is finalized.
- If you are not comfortable coming to work or believe that it is not safe for you to come to work because of an underlying medical condition, please speak to your leadership. Please see the latest **Frequently Asked Questions** document or visit www.cmhc.org/team-alerts for more information.
- To better protect our teams, patients and the community, take-out food deliveries to the hospitals will no longer be permitted. Sodexo is helping us mitigate this change by:
 - At CMMC, they are providing food evening hours from 8 p.m. to 10 p.m. The options would be grab and go sandwiches and salads, one hot entrée and a hot side dish. Cold beverages only.
 - A three-to-four day menu will rotate and be posted on the Portal.
 - At Rumford and Bridgton Hospitals "honor system" grab and go boxes will be available in the cafeterias for night shift employees.

Thank you for your continued patience and dedication to your work.

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