

Dear CMH team members,

Your continued dedication to your work in the face of the rapidly evolving public health crisis is invaluable. Our patients and the communities we serve are anxious, and they benefit from your compassionate ongoing care. Thank you.

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.

Here is what you need to know today:

- As of today, the number of confirmed and likely COVID-19 cases in Maine is 17. To date, only one of those cases was tested at Central Maine Medical Center and it remains the only confirmed case to date in Androscoggin County.
- We continue to test patients in satellite sites adjacent to our Emergency Departments. We have tested about 50 patients.
- We have several patients in house with testing results pending.
- 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. Keep in mind that access to the main hospital through 12 High is badge-only.
- We have postponed most elective surgeries that require an inpatient stay. We are evaluating scheduled surgery one week in advance and seeing 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 pharmacy and lab are also business-as-usual. Patients with concerns should call their providers' practices.
- We continue to explore the potential for remote work by some staff. Once we know our teams' capabilities for remote work, we will better be able to evaluate which teams could work from home without sacrificing business continuity.
- 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 Frequently Asked Questions at www.cmhc.org/team-alerts for more information.
- To better protect our teams, patients and the community, food deliveries to the hospitals will no longer be permitted. Sodexo is helping us mitigate this change at CMMC by:
 - 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.

- This change would necessitate closing the coffee shop after today, March 16

We understand that many of these changes, while temporary, can be inconvenient and we appreciate your tireless patience and good humor while we fight to diminish the spread of disease. Our patients—our communities—are counting on us.