#### March 31, 2020

## Selinsgrove Imaging Center Update

All appointments at the Selinsgrove Imaging Center for April are being rescheduled to the Hospital Imaging Department.

## Telemedicine Launched

IT and the EMSO Administration have worked to launch a telemedicine option. A number of EMSO providers have been set up with the system and are beginning to utilize it this week.

# Patients Seeking COVID-19 Test Results

Patients waiting for COVID-19 test results who are unable to connect with their ordering physician can be referred to the Hospital's alternate testing site at <u>570-522-2800</u>, option 2.

## March 30, 2020

#### **Elective Surgeries and Procedures**

With the federal government's announcement that restrictions will be continued through the end of April, Evangelical has cancelled all elective surgeries and procedures through the week of April 6, 2020. The Hospital will continue to make that decision week by week to best manage patient communication and maintain our ability to quickly reactivate operating rooms when that is permissible.

#### **COVID-19 Test Results**

As of 11 am Monday, March 30, 2020, Evangelical has the following to report: 194 tested; 101 test results received; 6 positive results; and 1 death.

COVID-19 test results are slow in returning. Some patients are reporting waits of a week or more for their tests results. This is prompting a high volume of phone calls to the Emergency Department and Telecommunications as anxious community members look for more information.

At this time, there's nothing further the Hospital can do to speed the process. All test results are being communicated to the ordering physician. Patients should be directed to contact the office of the physician who ordered their test. That office will be the first to be notified of the results.

# **Food Donations**

Anyone who would like to donate food to Evangelical staff on duty, should call 570-522-4056 to arrange delivery.

#### **COVID-19 Hotline**

To provide the community with another resource Evangelical is launching a COVID-19

hotline at 8 am Tuesday, March 31, 2020. Community members with health and wellness questions related to COVID-19 or Hospital operation questions should be directed to call 570-522-4530. The phones will be open from 8 am to 5 pm Monday through Friday.

The hotline will be staffed by licensed staff who can help guide community members to the appropriate care. The clinicians will also have access to operational updates to answer questions related to those issues.

#### March 29, 2020

We are grateful to our community for thinking of Evangelical Community Hospital (ECH) employees during the COVID-19 crisis. We have received an outpouring of calls from concerned friends who would like to offer support. While we appreciate the offer of homemade food items, due to infection control protocols we are unable to accept foods prepared in a home kitchen. We can accept food that is prepared in a commercial kitchen, such as a restaurant, with a current food license. We can also accept food in an original, unopened packaging, such as pretzels, chips, and cookies.

If you would like to make a food donation to ECH staff on duty, please contact 570-522-4056 in advance of ordering to arrange delivery rather than contacting individuals or departments. Food donations will be accepted only between 9:00 am and 7:00 pm.

We ask anyone wishing to donate nonperishable food items to contact their local food bank.

If you would like to make a monetary donation to Evangelical Community Hospital in honor of our caregivers please call 570-522-2685 or donate online at <u>www.evanhospital.com/donation</u>.

#### March 27, 2020

#### **Blood Drive Scheduled**

The national blood supply is beginning to run low as a result of the COVID-19 response. While Evangelical's supply level remains at normal levels, it's important to maintain a strong supply for those in need. A blood drive for employees and the public will be held from 11 am to 4 pm Tuesday, March 31, 2020, at the Physical Therapy of Evangelical office in Plaza 15, Lewisburg.

To schedule an appointment, healthy and eligible individuals are asked to visit www.redcross.org or call 1-800-733-2767. Walk-ins are always welcome!

For information on Red Cross safety protocols related to COVID-19 and donations, visit: https://www.redcrossblood.org/donate-blood/dlp/coronavirus--covid-19--and-blood-donation.html.

#### March 26, 2020

The Hospital has confirmed two positive results of COVID-19.

This is not unexpected. The more people tested by the Hospital, the greater the likelihood that positive tests will result. As testing of the community continues, more confirmed positive cases will be found.

Rest assured all federal, state, and Hospital safety protocols were followed in the treatment of these patients. Staff members involved in the care of the patients used the appropriate protective measures, are now considered low risk in terms of possible infection and are self-monitoring for symptoms.

Everything that could possibly be done to make sure that these COVID-19 cases remain contained from a Hospital standpoint has been done. Patients should not be in fear of seeking services nor should staff be in fear of providing services in the Hospital.

The Hospital is ready. Though these were the first cases of confirmed positive at Evangelical, they will not likely be the only cases until the COVID-19 pandemic passes.

"Please remain calm; check on your neighbor; offer to help when you see the need; simply be kind to one another," said Kendra Aucker, President and CEO, Evangelical Community Hospital. "This is a challenging new normal for the community. We must respond with compassion."

#### March 25, 2020

#### **COVID-19 Unit Opens**

The Hospital has been actively planning for the need to segregate possible COVID-19 patients from patients coming to the Hospital for other reasons since the crisis began to unfold. The plan, based on best infection control practices, is about protecting patients.

Patients who are awaiting COVID-19 test results are now being placed in a COVID-19 Unit. To-date, Evangelical Community Hospital has not had a positive result.

#### West Branch Medical Center Lab Collection Site Closed

Consolidation of services continue. The Lab collection site at West Branch Medical Center will be closing effective 7 pm, Wednesday, March 25, 2020.

Patients seeking Lab Services should report to the Hospital or Family Medicine of Evangelical offices located in Mifflinburg, Milton, and Selinsgrove.

#### eCards Still Available

While visitation is restricted for inpatients at Evangelical Community Hospital during the COVID-19 response, family and friends can send ecards, which are available to express best wishes to those recovering at the Hospital. The cards are customizable and free.

Direct access is available at: <u>/ecards/ecards~default.aspx</u>.

### March 23, 2020

## Homemade Surgical and Procedure Masks

Evangelical Community Hospital has been humbled by the willingness of the community to support the work being done by medical staff. At this point in time the Hospital's supplies are good and have not reached the point where homemade masks are needed to replace National Institute for Occupational Safety and Health (NIOSH) approved surgical and procedure masks.

The Hospital's supply, while not indefinite, is sufficient enough to continue using the certified masks designed specifically to prevent the spread of airborne communicable diseases.

If the situation changes, that would be clearly communicated along with the types of materials and method of construction that would allow their use.

## **Emergency Department Visitors**

Visitors in the Emergency Department (limit one per patient and not be showing signs of illness) must remain in the room with the patient at all times and not wander in the department, waiting room, or facility. Visitors who leave the room for any reason, besides to use the restroom, may be asked to leave the facility.

#### March 22, 2020

#### **Donations**

Evangelical Community Hospital has received numerous offers from employees, community members, and businesses to generously donate funds, supplies, food, and services to support it during the COVID-19 pandemic.

Anyone wishing to donate funds to support the Hospital should be directed to mail a check to Evangelical Community Hospital, Attention: Development, 1 Hospital Drive, Lewisburg, PA 17837 or complete the online donation form at /support-evangelical/donation~form.aspx.

Anyone wishing to donate new or unused supplies, food items, or services, should contact Donna Schuck, Associate Vice President of Development, at 570-522-2596 or email donna.schuck@evanhospital.com.

The Hospital may not be able to utilize or accept all goods and services people are interested in donating, please know the Hospital leadership appreciates the outpouring of support from employees, community members, and area businesses.

Here is a list of current supply needs:

Procedure masks; surgical masks; series N-95 half-face respirators (model 3M 1860); NIOSH-approved, N-95 or greater respirators; NIOSH-approved, N-95 or greater

respirator filters (model 3M 6000); half-face respirators (model 3M 6000); powered airpurifying respirators (model 3M TR-600, complete unit or components); re-useable googles and glasses; disposable plastic face shields; re-useable/cleanable face shields; low allergy disposable gloves (sizes small or medium); disposable impervious gowns; disposable coveralls; storage bags (galloon Ziploc and brown paper); hand sanitizer (70% alcohol or better); Coronavirus approved sanitizing wipes; disposable nasal cannulas; disposable oxygen masks with tubing; and stethoscopes.

Healthcare providers with available swabs are asked to contact Donna Schuck, Associate Vice President of Development, at 570-522-2596 or email donna.schuck@evanhospital.com for specifics on those needed items.

This list may change over the course of the COVID-19 response. An up-to-date list of needed items will be maintained on the Hospital's coronavirus page (/virus).

#### Family Medicine of Evangelical site closures

Family Medicine of Evangelical offices in Northumberland and Middleburg are now closed to visits.

Patients seeking Lab services can utilize the Family Medicine of Evangelical offices in Milton, Selinsgrove, and Mifflinburg; the Hospital; or at West Branch Medical Center, along Route 15 in Lewisburg.

Patients of all primary and specialty care offices who have questions or are seeking an appointment are reminded to call the office. All office phones are being staffed during normal business hours.

#### March 20, 2020:

# Physician and Specialty Offices Condensing

In an effort to continue caring for patients, mitigate unnecessary social contact, and conserve resources, the Evangelical Medical Services Organization (EMSO) has started the process of condensing outpatient offices.

For simplicity, the phones at all primary and specialty care offices will be staffed Monday through Friday during normal business hours. Patients with questions or seeking appointments should call their provider's office as they normally would. The individual in the office will then work to answer the patient's need.

Providers will be seeing patients with acute needs, patients managing chronic conditions, and pregnant women. Most well visits have been suspended by Gov. Tom Wolf's order to close non-life-saving businesses.

#### **Rehabilitation Services**

Rehabilitation Services will begin to condense services but will continue to meet acute needs for patients. Patients with emergent rehabilitation needs should call 1-877-541-1417.

Physical therapy services will continue for six weeks for post-op surgery patients, unless

function allows the patient to stop sooner. All discharged patients will receive home therapy instructions to continue rehabilitation after six weeks.

Vestibular Services, Lymphedema Therapy, and Speech Therapy will treat acute needs only.

The following Physical Therapy offices closed as of 5 pm, Friday, March 20, 2020: Mt. Pleasant Mills; Plaza 15, Lewisburg; Meadow Green, Mifflinburg; Selinsgrove, Route 522. All other locations will operate on limited hours based on acute patient needs.

## Sleep Disorders Center Closing

The Sleep Center of Evangelical closed at noon on Friday, March 20, 2020.

## **Pulmonary Function Testing**

Effective immediately, pulmonary function testing is discontinued.

## Selinsgrove Imaging Center

Effective 5 pm, March 20, 2020, Selinsgrove Imaging Center is closed. All appointments have been moved to the Hospital.

## Tip of the Day - Reminder to Keep Devices Clean

Remember to clean phones used at home as part of the regular prevention process of coronavirus. Landline phones should be wiped down before and after each use, paying particular attention to the mouthpiece.

With regard to personal devices like phones and tablets, gently wipe with 70% isopropyl alcohol wipes or Clorox Disinfecting Wipes. Clean all surfaces and avoiding getting moisture in any openings. Do not submerge the devices into any cleaning agents and do not use bleach.

#### March 20, 2020:

#### Alternate Testing Site

The alternate testing site located in Plaza 15 behind McCann School of Business will remain open over the weekend. The site will be open from 7 am to 7 pm daily. Those hours will be re-evaluated next week. Patients are asked to have an order from their primary care provider and a photo ID when they arrive.

# **Emergency Department Visitation**

One visitor will be permitted with each ED patient while they remain in the department. Limited exceptions will be made for family of patients who are nearing the end of life, and parents of a patient under the age of 18.

All patients and visitors will be screened for respiratory illness when they arrive at the ED. Patients with symptoms of respiratory illness will be separated from other patients.

Visitors with symptoms of respiratory illness will be asked to wait in their vehicles.

## Cashier's Office Closed

With visitors no longer permitted in the facility and limited on-site staffing, the Cashier's Office closed at noon Thursday, March 19, 2020. Patients are asked to call the customer service line at 570-768-3000 to pay bills or have their questions answered.

## **Pre-Admission Care Moved to EASC**

As the organization suspends elective surgeries and procedures, remaining Pre-Admission Care appointments have been moved to the Evangelical Ambulatory Surgical Center.

## **Gift Shop Closing**

The Hospital Gift Shop will close indefinitely at 2 pm today, March 20, 2020. An announcement will be made prior to its re-opening.

## **Credit Union**

For the safety of their staff, our staff, and the community in general, Member's Choice Financial Credit Union is closing the lobbies in its offices today. The branch near the Rooke Pavilion will close at the end of the business day while other branches will close at noon. The ATM in the Hospital will remain open. The credit union's drive-thru services will remain open. In addition, online and app-based banking services remain active. If an appointment with a bank representative is needed, please call 1-800-834-0082.

#### March 18, 2020:

#### **Facility Access**

Effective at 6:30 am Thursday, March 19, 2020, no visitors will be permitted to enter the facility. Limited exceptions will be made for the family of patients who are nearing the end of life, partners and immediate family of women giving birth (1 only), and parents of a patient under the age of 18. No children under the age of 18 will be permitted in the facility as visitors.

Patients arriving for outpatient services, including Imaging or Lab work, will be permitted one adult to accompany them to their procedure. That adult will be screened in accordance with CDC guidelines.

Entrances to the Professional Office Building (POB) will also be locked at 6:30 am Thursday, March 19, 2020. Patients seeking services from practices located in the POB will be directed to the Donehower-Eisenhower Pavilion.

#### **Emergency Department Screening**

Beginning Thursday morning, March 19, 2020, the Hospital will be screening patients outside the entrance to the Emergency Department. The goal will be to process potential COVID-19 patients separately from other patients seeking emergency care

and ensure patients seeking other services are utilizing the Donehower-Eisenhower Pavilion.

### Presumptive vs. Confirmed Positive

The test kits currently in use by many hospitals, but not Evangelical, are designed to provide a quick screening of patients. Someone who tests positive through one of the kits is considered to "presumptive positive" until a commercial or government lab can confirm the diagnosis. Evangelical is collecting samples and sending them directly to the commercial lab for confirmation. If someone tests positive at Evangelical, they will be considered "confirmed positive."

#### March 18, 2020:

The COVID-19 situation continues to evolve and the Hospital is responding with measures of protection for staff and patients.

## **Elective Surgeries and Procedures**

Beginning Thursday, March 19, 2020, Evangelical will start to postpone elective, nonemergent surgeries and procedures. Impacted patients will be contacted directly. After Friday, March 20, 2020, the operating rooms will only be conducting non-elective, emergency surgeries and procedures.

## Laboratory, Imaging, and Outpatients

At this time, all laboratory specimen collection and testing along with Imaging appointments will continue as scheduled.

Continue to watch Facebook or visit this page for the latest updates.

# March 16, 2020:

All Community Health and Wellness programs through the end of March are cancelled.

#### March 16, 2020:

**Miller Center** The Miller Center will be closing Wednesday, March 18, 2020, until further notice.

#### March 13, 2020:

In a commitment to the highest level of safety possible for area residents and staff, the Hospital is announcing several cancellations of upcoming events. Any rescheduling of events will be publicized as they become known. The following events have been canceled at this time:

**Alcoholics Anonymous**—March 15, March 22, and March 29, 2020, Evangelical Community Hospital

*Empty Arms*—March 16, 2020, Evangelical Community Hospital

Better Breathers—March 17, 2020, Evangelical Community Hospital

**Every Baby Needs A Lap Top**—March 19, 2020, Evangelical Community Health and Wellness

**AARP Smart Driver**—March 19 and 20, 2020, Evangelical Community Health and Wellness

Children's Health Fair—March 21, 2020, The Miller Center

AARP Smart Driver—March 26 and 27, 2020, West End Library

Hospital Remembrance Service—March 29, 2020, Faith Lutheran Church

Life After Loss—April 16-May 21, 2020, Hospice of Evangelical

**Senior Strong – Scam Prevention**—April 14, 2020, Evangelical Community Health and Wellness

Hospice of Evangelical Remembrance Service—April 19, 2020, St. John's United Church of Christ

Hello Hospital—Fridays in April and May 2020, Evangelical Community Hospital

The Charles P. Fasano, DO Memorial Lecture—May 7, 2020, Bucknell University