



MARTHA'S VINEYARD
HOSPITAL



Date: March 19, 2020

From: Katrina Delgadillo, Director of Communications

Subject: Media Update from MVH/WNR on COVID-19 Virus

Please see below for the daily bulletin on the coronavirus from Martha's Vineyard Hospital and Windemere as of today, Thursday, March 19th at 9:00am:

- We have increased the capacity and hours in our call center for proper screening. Please call (508)684-4500 from 8am – 7pm Monday thru Friday, outside of these hours, providers on-call will be able to assist you by calling the same number. This service is available to patients of Martha's Vineyard Hospital Primary Care and those who are not.
- We are redeploying our staff between departments to meet the community need. Patients may see familiar faces in different locations within the hospital.
- We have created a triage area at the entrance of the Emergency Room (ER) for patients with respiratory symptoms. Upon arrival at the ER, you may be escorted to an alternative clinical space for your safety if you have non-COVID-19 related symptoms. Signage and a triage nurse will help guide you on-site.
- We continue to test anyone that meets **strict** DPH criteria for COVID-19.

Reminders:

- If you are sick and believe you have been exposed to Covid-19, please call your primary care doctor (at MVH or the other health centers on MV) to obtain further instructions.
- If you have a scheduled outpatient appointment at the hospital, call ahead to that specific department to confirm it is still scheduled and which door to use as the hospital is locking down all but limited entry points.
- No visitors to both MVH and Windemere until further notice with limited exceptions. Please check with the patient's doctor before coming to the hospital.

Continue to practice social distancing, washing your hands, and follow guidelines from your federal, state, and local officials. Please do not be cavalier about this. THESE PRACTICES WILL SAVE LIVES.