

**ST. CHARLES HEALTH SYSTEM  
KEY COVID-19 POINTS  
AS OF MARCH 24, 2020**

**STAY HOME, SAVE LIVES**

- **We are in a fight right now.** It's a fight in which we have to do everything in our power to win.
- The only way we are going to slow the spread of COVID-19 right now is by self-isolating at home.
- **Stay home now.** If you have kids at home – including teens – please enforce this directive for them.
- Our caregivers and first responders are on the front lines. They don't have a choice. They come to work so they can care for you and your loved ones.
- We need you to stay home so we will have the capacity – hospital beds, ventilators, trained staff – to care for those who need it most.

**It is vital that you resist information and do not spread rumors. Look to trusted local sources for your information:**

- St. Charles Health System's COVID-19 page: <https://www.stcharleshealthcare.org/covid-19>
- Follow us on Facebook: <https://www.facebook.com/STCHealth>

**Do you have questions about COVID-19?**

Call our hotline: **541-699-5109**.

It's open 7-7 p.m. Monday to Friday.

**TESTING**

There is a nationwide shortage of medical supplies including nasopharyngeal swabs, which are used to collect samples to test for COVID-19 and other respiratory viruses.

**As a result, we cannot test everyone. We must conserve supplies for the sickest and most vulnerable people.**

In order to be tested, a patient must have a fever above 100.4 within the past 24 hours, a cough, shortness of breath AND one of the following:

- Age greater than 60 years, OR
- Immunosuppressed OR
- A chronic disease of one of the following:
  - Cardiovascular system, OR
  - Pulmonary system, OR
  - Diabetes Mellitus

**Important:** If you have symptoms of COVID-19 (cough, fever, shortness of breath) but you are not so sick you need hospitalization, the best thing you can do is stay home and call your primary care physician or your county's public health department.

## **VISITOR RESTRICTIONS AND HOSPITAL ACCESS**

To protect patients and caregivers and to preserve critical safety supplies, St. Charles Health System has adopted significant changes in both visitor restrictions and care guidelines at all of its hospitals.

As an alternative to visiting a family member or friend at a St. Charles facility, please telephone or video call them.

**Unless an exception below is satisfied, visitation will not be permitted starting Saturday, March 14, and will continue for the foreseeable future.** For safety considerations, no visitors below age 12 will be allowed on premises. Further, no visitors will be allowed to visit patients in isolation for infection prevention.

### **Exceptions:**

- Obstetric, Neonatal Intensive Care Unit (NICU) and pediatric patients may have one visitor accompany them.
- Patients who are at end of life may have one visitor at a time.
- Patients undergoing surgery or procedures may have one visitor who must leave the hospital as soon as patient recovery is complete.
- Patients who have an appointment at a St. Charles clinic, laboratory, radiology, or who are seeking care in the Emergency Department, may have one person with them if required for physical or mental assistance.
- Case-by-case exceptions will be considered by the unit's nurse manager based upon unusual circumstances.

Guests who meet one of these exceptions will be allowed inside the hospital, but are restricted to the patient's room and direct travel to and from the patient's room and hospital entrances/exits, unless clinically required diversions are necessary, such as to the pharmacy to pick up a prescription.

### **Entrance screenings:**

St. Charles caregivers are performing respiratory illness screenings at the entrances of all St. Charles hospitals and clinics. Caregivers and approved visitors will be subject to these screenings by answering a series of questions. St. Charles hospitals will restrict

visitor access to main entrances and Emergency Department entrances only. Caregivers will be asked to enter in an alternate designated entrance.

## **SURGE PREPARATION**

In anticipation of an influx of patients, the health system is changing how and where patients are cared for in our communities. To best manage patient flow across the system, the following started last week:

- **High-acuity patients, as well as all pediatric patients**, will be cared for at the Bend hospital.
- **Lower-acuity patients** will be cared for at the Madras, Prineville and Redmond hospitals. **This will include hospice patients, as well as patients who need long-term care but cannot be transferred to a skilled nursing facility.**

All four hospitals have begun to evaluate their patient counts and identify which patients may need to be transferred to another St. Charles facility. These changes are being made proactively to ensure there are adequate beds in the event of a patient surge.

All four hospitals and some of our clinics have also set up triage and screening tents outside in parking lots.

## **CANCELLATIONS, POSTPONEMENTS AND CLOSURES**

We have canceled events, postponed elective surgeries and other select non-urgent outpatient services and closed our rehab services to free up as much space as possible in our facilities and to preserve critical supplies in case of a surge. Patients impacted by these decisions will be contacted by St. Charles or their physician.

We understand that postponed surgeries and other appointments are inconvenient and frustrating. Please know we're doing these things to protect you and your loved ones, and we wouldn't do them if we didn't think it was an important part of our preparedness plan.

## **CALLS FOR DONATIONS OF PERSONAL PROTECTIVE EQUIPMENT**

Hospitals around the country are facing critical shortages of such supplies due to COVID-19 pandemic-related interruptions in manufacturing and distribution as well as a

dramatic increase in global demand. As a result, St. Charles is actively working to both conserve and to acquire more protective equipment for its caregivers and patients.

“Our supplies are running critically low and there doesn’t appear to be much relief in sight. Our vendors are unable to deliver on our orders and the state’s stockpile is depleted,” said Iman Simmons, chief operating officer. “We are taking advantage of every opportunity we have to safely conserve PPE. But there’s simply no getting around the fact that we need more supplies—and we need them soon.”

**Specifically, St. Charles is seeking the following:**

- N95 masks
- NIOSH-approved respirators, including:
  - N95, N99, N100
  - P95, P99, P100
  - R95, R99, R10
- Any type of surgical mask, including pediatric ear loop masks
- Isolation gowns
- Nitrile exam gloves
- Hand sanitizer (any brand is fine, but cannot have glitter)
- Rubbing alcohol
- Pure aloe vera gel
- Lactated ringers
- Medical face shields

Full boxes of these items are preferable, but partial boxes can be accepted if clean.

**NOTE: Please DO NOT bring these items to a hospital or clinic.** Through March 27, donations can be dropped off on weekdays during local school’s free meals programs at specified hours at the following sites:

**Monday, March 23 – Friday, March 27 (Spring Break)**

**Prineville area**

**From noon to 1 p.m., Crook County School District, Pioneer South, 641 E First St.**

**Bend area**

**From 10:30 to 11:30 a.m., Bend Senior High School, 230 NE 6th St.**

**La Pine area**

**From 10:30 to 11:30 a.m., La Pine High School, 51633 Coach Road, La Pine**

Redmond area

From 10 a.m. to noon, Redmond Fire Station, 341 NW Dogwood Ave.

**Again, do not drop off supplies at St. Charles hospitals and clinics.**