# News Release

**FOR IMMEDIATE RELEASE**

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## Saint Francis Healthcare System Takes Precautions

CAPE GIRARDEAU, Mo. – Saint Francis Healthcare System is taking the Coronavirus Disease (COVID-19) pandemic very seriously. We are monitoring the situation continuously and following the guidance and direction of the Centers for Disease Control (CDC). We are taking the proper precautions as recommended by the CDC.

If you are exhibiting symptoms of COVID-19 – fever, cough and shortness of breath – we recommend you stay home and self-quarantine. The Missouri Department of Health and Senior Services activated a statewide public hotline for citizens or providers needing guidance regarding COVID-19. The hotline can be reached at 877-435-8411. The hotline is operated by medical professionals and is available 24 hours a day, 7 days a week. The hotline can address any concerns regarding symptoms.

If you are having a medical emergency, please proceed to the nearest emergency room. If you are not in need of life-saving services, please do not come the Emergency Department. Please call the Missouri Department of Health and Senior Services hotline for guidance.

At Saint Francis, we have set up Incident Command and are taking a team-based approach to managing this situation. Incident Command is a widely used emergency management system utilized for the strategic and comprehensive management of emergencies. Incident Command Chiefs are meeting three times daily and are responsible for specific areas of organizational response.

For the safety of our patients, visitors, volunteers and colleagues, Saint Francis Medical Center is taking the following actions, effective today:

- We are limiting visitors until further notice. Only TWO visitors will be permitted per patient for the entire hospitalization. No visitor under the age of 12 will be permitted. All visitors will be screened upon each entry into the Medical Center. NO visitors will be permitted for adult ICU and isolation patients. Only ONE visitor will be permitted for emergency patients. We recommend that anyone over the age of 55 not visit Saint Francis Medical Center.

- We have restricted entrance to the Medical Center. All visitors and patients will enter at specific locations.
- We will begin screening all visitors and employees upon entering the Medical Center.
- We have suspended Valet and Volunteer services.
- We are limiting vendors. Only essential vendors will be permitted.
- Mass and perpetual Eucharistic adoration is canceled on-site until further notice and will be held at St. Mary's Cathedral in Cape Girardeau. Mass will be held at 11 am, Monday through Friday.
- We are no longer permitting outside groups to use our conference rooms.
- We are limiting on-site staff meetings and using web-based communication platforms to communicate with employees and off-site clinics.

We have thoroughly checked all personal protective equipment (PPE) supplies and increased central equipment supplies. We are sufficiently supplied for all healthcare needs.

We will continue to keep the community updated. Additional information and updates can be found on our website at www.sfmc.net/COVID19

Please note that all restrictions and actions are subject to change at any time.

Saint Francis Healthcare System is guided by our mission to provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ. Founded by Franciscan Sisters in 1875, our priority remains the same: serve all who enter with dignity, compassion and joy. Serving nearly 715,000 people across Missouri, Illinois, Kentucky, Tennessee and Arkansas, our focus is on patients' outcomes, experience and value.

Anchored by Saint Francis Medical Center, a 306-bed tertiary hospital, and supported by more than 3,000 colleagues and nearly 300 providers in 11 communities, the Healthcare System is a driving economic force in the region. Major services include Primary Care, Gastroenterology, Cancer Institute, Emergency and Level III Trauma Center, Heart Hospital, Neurosciences, Orthopedics, Family BirthPlace and the region's first Level III Neonatal Intensive Care Unit.

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