SoutheastHEALTH System Update Regarding COVID-19 Operations and Services Response

SoutheastHEALTH is committed to putting patient, family, volunteer, staff and community safety at the forefront of all we do. We are taking the Coronavirus (COVID-19) pandemic very seriously and are adopting a comprehensive approach to managing the situation as it develops.

We have set up a COVID-19 Resource Center and are taking the proper precautions as recommended by the Centers for Disease Control (CDC) and Department of Health and Senior Services (DHSS). Over the course of the last several weeks we have taken specific actions based on CDC/DHSS recommendations and guidelines. Today, we are taking the following actions at Southeast Hospital and the SoutheastHEALTH system of care:

Southeast Hospital

- We are suspending Volunteer Services in an effort to keep these valued stakeholders well.
    - Beginning Monday, March 16, volunteers will no longer be on campus until further notice.
    - The Ruby Room gift shop will remain open to serve patients and visitors. It is staffed by paid employees.
- Our shuttle service on the main hospital campus will continue to operate until further notice. This service provides transportation from parking lots to the main Lobby entrance.
- Our valet service provided for Southeast Cancer Center patients will continue to operate until further notice in effort to make visits to the Cancer Center as stress-free as possible for our most vulnerable patients.
- We are limiting visitors until further notice.
    - Only TWO visitors will be allowed per patient.
    - No visitor under the age of 12 will be permitted.
    - In some instances, visitation may be adjusted to meet the patient's needs.
    - Visitors and patients will be screened upon entry and at all outpatient clinics, Convenient Care and the Cancer Center.
- We are limiting vendors. Only vendors essential to operations will be permitted.
- We are ensuring all individuals who enter the hospital have access to hand sanitizers and CDC informational brochures
    - Main Lobby entrance
    - Patient, Visitor, Employee entrance from parking garage to main lobby.
    - Emergency Services entrance
- We have taken the initiative to cancel/postpone sponsored events to limit group congregation in tight spaces, including the following:
    - Volunteer Recruitment Luncheon scheduled on March 25
    - Senior Super scheduled for March 26
    - Patient Experience Extravaganza scheduled for April 22

Ambulatory Clinics

- An attendant will be stationed at the entrance of each SoutheastHEALTH clinic on the West Campus, Cancer Center, Broadway Campus and Doctors Park in Cape Girardeau, Southeast Primary Care and Southeast Convenient Care in Jackson.
    - Patients will be asked about travel out of the country and if they are experiencing symptoms of fever, cough or shortness of breath.
    - If the patient answers "yes" to these questions, they will be provided a mask and taken to a designated waiting area, segregated from other patients.
    - Patients with family members will be allowed one individual to assist. That individual will follow the same screening protocol as the patient. All others who may accompany the patient will be asked to wait outside the building.
    - Exams will be conducted in a designated exam room and clinical staff will don appropriate Personal Protective Equipment (PPE) prior to entering the exam room.
- Once the patient has been examined, medically advised and discharged, an attendant will escort them to the nearest exit if they are discharged to home.
- The exam room will be decontaminated using "terminal cleaning" (deep cleaning) procedures.
- Southeast Home Health and Hospice is screening all patients via phone.

COVID-19 Testing

- Patients who report to Emergency Services or ambulatory clinics with COVID-19 symptoms will, if they meet CDC guidelines:
    - First be assessed by the provider.
    - Then if determined necessary, have a flu and/or strep swab based on symptoms.
    - Then if deemed appropriate, a respiratory panel.
    - Upon a negative test result, the patient will be screened and tested for COVID-19 based on specific criteria set by the CDC and DHSS.
    - If criteria is met, a specimen will be sent to the Missouri State Lab in Jefferson City for processing.
- If a patient's symptoms are severe and warrant immediate hospitalization, they will be placed in isolation with a dedicated care team in a dedicated room.
    - If symptoms do not warrant hospitalization, patients will be sent home with instructions to self-isolate.

As we have from the outset of this emerging medical situation, we are following protocols as set forth by the CDC and the Missouri Department of Health and Senior Services. These precautionary measures are meant to help keep everyone in our community as safe as possible. For more information about COVID-19 and measures to help protect you, visit SEhealth.org/COVID19. We will share regular updates as we continue to monitor this rapidly-evolving situation. We appreciate your cooperation. Any questions relative to our services and response to COVID-19 can be directed to SoutheastHEALTH's Public Relations team at 573-519-4908.