

March 4, 2020

Valley Regional Hospital Statement on COVID-19 (Novel Coronavirus)

Your Safety Is Our Top Priority

We know you may be concerned about news of the novel coronavirus (COVID-19), and its implications for the health of you and your loved ones. Your safety and well-being are our top priority. We want to reassure you that you are under no additional exposure risk by visiting our hospital, clinics or Urgent Care facilities. We are taking all necessary measures and precautions to protect the safety of our patients and staff, and patients should feel confident in making and keeping their appointments.

Here Is What We're Doing

We are screening all patients to determine if they have a history of travel from countries with outbreaks. If we have a confirmed or potential patient with COVID-19, we will institute standard protocols, as well as additional measures, to prevent the potential spread of the virus.

Is There Anything I Can Do To Protect Myself?

It is understandable to feel uncertain or anxious during a public health crisis, and we need to remember to avoid making assumptions about others' perceived symptoms or concerns. The best way to prevent infection is to wash your hands and keep your hands away from your face.

Here are the current CDC recommendations to help prevent the spread of respiratory viruses:

- Take everyday preventive actions for respiratory infections, such as avoiding close contact (CDC defines as "within 6 ft.") with people who are sick, staying home when sick, and washing hands often.
- Avoid traveling to places with widespread or sustained community transmission of the coronavirus. A good place for reliable travel information can be found on the <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

We Ask For Your Patience

For your safety and ours, all patients will be screened when entering the hospital, urgent care, physician practices or any of our specialty clinics. This should only add a few extra minutes to your visit, but please be prepared that you may experience delays depending on how many patients we are seeing.

All patients with appointments in the hospital building will be required to enter through the main entrance and after hours through the Emergency Department entrance for screening.

Anyone with a cough will be required to wear a mask the entire time they are here.

If you plan on visiting the inpatient unit, and are exhibiting any cold or flu-like symptoms, we ask that you please not visit until your symptoms have cleared. Likewise, if there is any sickness within your household, for the health of our patients and staff, we ask that you please postpone your visit.

What Can I Do If I Have More Concerns?

The most up-to-date information is available from the <https://www.cdc.gov/coronavirus/2019-ncov/index.html> (updated daily with advice for public)

General questions or further information on the virus can be directed to:
The New Hampshire Bureau of Infectious Disease Control at 603-271-4496, or
The Vermont Department of Health at 802-863-7200.