Screening, Testing and Support

- From March 27-29, 42 people visited one of Concord Hospital Medical Group's two dedicated COVID-19 screening/testing sites. Since March 16, 433 patients have been screened at the two sites.

- As of March 30, 2020, the Concord Hospital health system has ordered COVID-19 tests for approximately 547 patients. To date, the Hospital has received results for 464 patients, which includes 16 COVID-19 positive results.

- Of the 16 positive results, three patients are currently hospitalized at Concord Hospital and 13 are recovering at home.

- COVID-19 screening is now available in Parking Lot E on the Concord Hospital campus for any community member who is experiencing a fever or non-critical respiratory symptoms, such as a cough or shortness of breath. People should drive directly to the large tent in the Visitor Entrance parking lot. They will be triaged and advised if: they should go home and self-isolate; proceed to the Emergency Department; or be evaluated in person with or without testing for COVID-19 at one of our dedicated Concord Hospital Medical Group practice locations.

  The screening tent is open daily from 8 a.m. – 5 p.m.

  Since opening on Friday, March 27, 38 patients have been triaged at the tent.

- Concord Hospital has established a COVID-19 screening and education hotline for the public.

  The COVID-19 Hotline Number is (603) 789-9123 and will be staffed daily from 8 a.m. – 5 p.m.

  As of Monday, March 30, 17 calls have been received.

- NHTI-Concord’s Community College and the Community College System of NH have been working with hospital partners, local and state officials to stand up an ‘Alternate Care Site’ (ACS) in Concord on the NHTI campus. Medical provider partners include Concord Hospital, LRGHealthcare (Lakes Region and Franklin Regional Hospitals), the Capital Area Public Health Network, Winnipesaukee Public Health Network, and the Concord Regional Visiting Nurse Association. The NH Department of Health and Human Services and the NH National Guard are providing support and project facilitation. The goal of the site is to provide space for COVID-19 positive patients who do not require acute care, such as those convalescing or needing isolation, so that hospitals may preserve their capacity for patients needing a higher level of care. All medical operations are being directed and managed by the partner hospitals. The ACS will only be activated if deemed necessary by the hospitals based on patient volume.

- Effective March 30, 2020 at 3 p.m., all Hospital staff and any other staff who enter the Hospital building will be required to wear a mask throughout the duration of their time in the building. This measure is in an effort to better protect patients and the staff caring for them.
Change to Maternity Visitation

**Effective immediately, visitation policy for the Maternity Unit has changed** to reflect the current standards in community and tertiary hospitals across the State of New Hampshire.

**Visitation on The Family Place allows ONE support person except in the following circumstances:**

1) Pregnant woman 32 weeks or greater from out of state;
2) Pregnant woman unassigned to a Concord Hospital obstetric provider;
3) Pregnant woman who is symptomatic and needs to deliver or be seen in triage within 14 days of symptoms.

We are encouraging the use of video technologies including FaceTime and Skype so that partners and families can still be connected. The Family Place will have iPads available for this purpose.

Service Changes

- **As of Monday, March 30,** the Hospital Cafeteria and Karner Blue Cafe have become ‘grab and go’ only. Individuals must leave the Cafeteria or Cafe after purchasing their meal. No seating is available.
- **On Friday, March 27,** Concord Hospital Rehabilitation Services began providing telehealth visits for patients. To date, **80 telehealth visits** have been performed.
- **As of Tuesday, March 31,** the Hospital Gift Shop and HeartGifts Boutique will be closed until further notice.
- Concord Hospital Medical Group (CHMG) practices have suspended regular office visits and instead are conducting telemedicine/remote visits. On March 27, CHMG provided **474 TeleHealth visits** and **four VideoHealth visits**. Since March 17, a total of **3,557 TeleHealth or VideoHealth visits have been provided**.
- Though most elective surgeries are being postponed, Concord Hospital is still providing some needed surgeries, such as emergent orthopaedics, oncology and others. **Patients and community members may feel assured in Concord Hospital’s rigorous cleaning and disinfecting practices. While we are caring for hospitalized COVID-19 patients, those patients are contained in dedicated specially purposed patient care units separated from general patient care units.**

**OUR WISH LIST**

Concord Hospital continues to be grateful for the outpouring of support and the contributions, both in-kind and financial, from our community members.

**Our current wish list includes:**

- New N-95 masks;
- Hand sewn masks;
- Hand sanitizer;
- ‘Half -face’ respirators rated P95 or above;
- New digital thermometers;
- Non-latex gloves (any size);
- Brown paper lunch bags;
- Screening tents, 12’ x 16’ and 20’ x 30’.

Contributions may be delivered to the Hospital’s Visitor Entrance daily from 5:30 a.m. to 8:00 p.m.

**Items can also be shipped to:** Concord Hospital Donated Supplies
c/o Herman West
250 Pleasant Street, Concord, NH 03301

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We are a Strong Hospital Because of Our Community!

In the midst of this unprecedented health crisis, Concord Hospital is working around the clock to prepare for the medical needs of people in our region. Your gift, in any amount, matters TODAY for those closest to us facing this global pandemic.

Here are ways you can help fight along the frontlines with Concord Hospital during this pandemic:

**COVID-19 Response Fund:**
All funds go directly to the cost associated with supporting our community through the COVID-19 pandemic.

**Navigating Forward Fund:**
Funds provide instruments for our most vulnerable patients to self-monitor at home via telemedicine to keep them out of the Emergency Department and the Hospital at this critical time.

**Employees’ Helping Hand Fund:**
Funds provide assistance to Concord Hospital employees who have been negatively affected by the pandemic, to help cover basic needs to ensure they can continue their care of our community members.

To make your gift today, visit [ch-trust.org](http://ch-trust.org).