Concord Hospital continues to work with local and state partners to ensure a consistent and safe approach to COVID-19

Screening, Testing and Support

- On April 1st, 18 people visited one of Concord Hospital Medical Group’s two dedicated COVID-19 screening/testing sites. Since March 16, 519 patients have been screened at the two sites.

- As of April 2, 2020, the Concord Hospital health system has ordered COVID-19 tests for approximately 653 patients. To date, the Hospital has received results for 565 patients, which includes 19 COVID-19 positive results.

- Of the 19 positive results, three patients are currently hospitalized at Concord Hospital and 16 are recovering at home.

- 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.

- NHTI has worked 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.

- 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, 75 patients have been triaged at this site.

In accordance with the Centers for Disease Control and Prevention (CDC) recommendations, we’re reusing N95 respirators to conserve the supply as long as possible. Respirators are disinfected using a pulsed xenon UV system and are disposed of if damaged or after five uses.
Service Changes

- Concord Hospital Rehabilitation Services is providing telehealth visits for patients. To date, **167 telehealth visits** have been performed.

- Concord Hospital Medical Group (CHMG) practices have suspended regular office visits and instead are conducting telemedicine/remote visits. On April 1, CHMG provided **390 TeleHealth visits** and **17 VideoHealth visits**. Since March 17, a total of **4,921 TeleHealth or VideoHealth visits** have been provided.

- 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.

- **Individuals may be infected and not show symptoms.** There may also be a delay in recognizing symptoms for ourselves and our patients. For these reasons and to further diminish disease spread, protect hospitalized patients and Hospital staff who care for them, Concord Hospital has implemented a **Universal Mask Policy**. As such, all staff who work in or enter the Hospital building are required to wear a mask.

- **Health Information Management Services has suspended in-person pick up of medical records until further notice.** Patients who planned to obtain records in person can call **(603) 228-7312** to arrange an alternative form of delivery. (i.e., USPS mail, secure email, fax)

CONTINUED ON NEXT PAGE
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;
- New digital thermometers;
- ‘Half-face’ respirators rated P95 or above;
- Non-latex gloves (any size);
- Individually wrapped hard candies and mints;
- Brown paper lunch bags.

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

A BIG Thank you to Voya Financial!

thank you to VOYA Financial for their generous gesture of KIND Bars that will be distributed to hospital staff caring for patients.

VOYA Financial
– Benefactors Circle Donor