

Saint Clare's CEO, Brian Finestein, our Leadership Team and our Medical Leadership are reaching out to you to help spread a vital message to our community.

During this crisis, we have all worked together to communicate the important messages regarding Covid, including the focus on social distancing.

We are asking for your help in getting another message out: The importance of people addressing their health and medical needs other than Covid.

We are hearing from our EMS and Emergency Department that many patients who are having an exacerbation of their medical history/complaint or new medical complaints are delaying their calls to their physician or 911.

What we are seeing in the EMS Department are:

- Less patients being transported, and the ones that are coming to the hospital are high acuity patients.
- There is an increase in pronouncements and cardiac arrests
- There is an increase in Refusal of Transports

While we understand that, during this time, fear is a driving factor of this behavior, we want to drive the following two messages:

1. It is extremely important that patients who are having an exacerbation of their medical history/complaints or new medical complaints stay in contact with their physicians and follow their instructions of care.
2. If a patient is directed by their physician to come to the hospital, or has an emergency that requires them to come to the hospital, they should be confident that Saint Clare's is doing everything we can to keep them safe and take care of them. We have set up protocols to keep our Covid vs Non-Covid hospital units, employees and patients separated throughout Saint Clare's Hospitals.

In addition to communicating with you, we are also sending this message out to the community via social media and also to our physicians.

Thank you for your help and for all that you've been doing to help our families through this extremely difficult time.

Please feel free to reach out to me or contact our Command Center at [SCNJCCenter@primehealthcare.com](mailto:SCNJCCenter@primehealthcare.com)