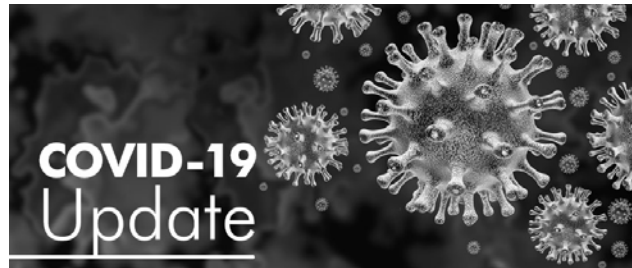


# PEMBROKE REGIONAL HOSPITAL



**DATE:** March 27th, 2020

**SUBJECT:** COVID-19 Update #13

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## Today's Take-Aways:

- Important new development...Renfrew County now has a newly established pandemic health care service to strengthen access to primary care and reduce the demand on our Emergency Departments. People in our region who have a health concern and don't have a family physician or can't access their own primary care practitioner can now **call the Renfrew County Virtual Triage and Assessment Centre at 1-844-727-6404** to connect with care and support from a nurse practitioner, family physician and/or community paramedic. We ask you to share this information widely to ensure that everyone is aware of this important and innovative new service.

- Acknowledging the fear and anxiety associated with providing healthcare to persons with suspected or confirmed COVID-19, as well as the need to ensure effective personal protective equipment is available to health care workers, PRH will be following the evidence and recommendations provided by Ontario Health for routine use of procedure masks. Each suspected or confirmed patient will be identified with additional precautions signage with a unique identifier prominently displayed.

In order to best protect our health care workforce and to ensure the longer-term sustainability of PPE supplies, the routine use of procedural masks will be limited to departments deemed high risk for interaction with suspected or confirmed COVID-19; this includes, Emergency Department, ICU, Diagnostic Imaging, and 2A Medical. The routine use of procedure masks in low-risk environments could contribute to an undersupply later when the risk becomes elevated and more widespread.

PRH will be taking a phased approach to mask allocation based on a risk assessment and in line with Ontario Health recommendations. Phase one and two of this approach includes the routine use of procedure masks for: **unplanned and emergent care** and **planned urgent or emergent care**. PRH will escalate through the phases of mask allocation as risk escalates.

- As part of today's email you will find a new *Occupational Health and Safety Frequently Asked Questions (FAQ)* document based on information as of March 27, 2020.
- The Ministry of Long-Term Care has enacted a new crisis placement process which will enable us to get patients requiring long-term care into beds sooner.
- Our Mental Health Services staff are in the process of finding new ways to connect with and stay in touch with their clients while also making sure that their services can be accessed by their clients when in need. More public communication is expected next week on what is being done to ensure clients' mental health needs are met.
- Staff should be aware that they may now be asked to show ID (typically their hospital badge) at screening entrances.
- We have received tremendous support from our community, not only in terms of unsolicited donations of supplies and financial contributions since the start of the pandemic but also in the past 36 hours since putting an official call out for public donations for specific supplies. Thanks also to the Pembroke Fire Department for offering to be our community collection site for donated items. It should be noted that these supplies are not being collected because our supply situation is particularly dire at this moment, but rather as an anticipatory measure to get as many supplies into our supply chain for times when activity levels ramp up.
- Please find below and attached to this email, a Soundcloud link to myFM's March 26<sup>th</sup> interview with PRH President and CEO, Pierre Noel. In this interview he speaks about the work being done at PRH in the midst of this pandemic, the fact that we have community transmission of COVID-19 in Renfrew County, what it means to be the Regional Admission Centre for the County, the public call for donation of supplies and the integrated planning for this pandemic with our regional partners.

<https://soundcloud.com/rudykadlec/covid-19-interview-with-pembroke-regional-hospital-president-and-ceo-pierre-noel>

- Don't forget to check the Staff Resources section of our website ([pembrokeregionalhospital.ca](http://pembrokeregionalhospital.ca)) for the latest COVID-19 questions and answers. If you have questions of a general nature, about COVID-19, be sure to send yours to **covid19questions@prh.email**. All questions and answers are posted and organized by date.

### **Need information, assistance or have suggestions?**

If you have any questions or concerns, please contact Infection Prevention and Control at extension 7106 or Occupational Health and Safety at extension 7202 or your immediate supervisor.

If you have any suggestions on COVID-19 preparation please bring these forward at your huddles or to your supervisor.

Recognizing the stress and anxiety that a situation like this can bring about, we remind you that our Employee Assistance Program (EAP) has experts available to help by calling 1-844-880-9142 or visiting their website at [www.worklifehealth.com](http://www.worklifehealth.com).

Mental health workers are now offering free therapy to Ontario's frontline COVID-19 staff. For more information, visit <https://covid19therapists.com/>.