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COVID-19 CHA Update



COVID-19 (Coronavirus) Update, March 17, 2020

Dear Friends and Neighbors,

I wanted to share a brief update with the community on what efforts CHA has been making to protect our patients, visitors, staff and community. As COVID-19 has impacted our daily lives, and I want to assure you that staff and providers at CHA are working around the clock to respond to the changing environment. Below are a few key updates.

Drive Thru Testing

CHA plans to launch a **drive-thru COVID-19 testing tent** beginning on **Wednesday, March 18**. The service will be offered to CHA patients by appointment only from 9 a.m. - 3 p.m., seven days a week, until further notice. This testing will be restricted to high-risk, symptomatic patients by **appointment only**. Patients are required to have a phone screening first with a nurse to determine if testing is appropriate. We hope to successfully expand drive-through testing by next week.

Elective Surgery, Procedures and Appointments

If patients have a non-urgent procedure or surgery coming up, our staff may call them to postpone their procedure. Please ask patients to call their provider's office with any questions.

Routine Appointments

CHA is rescheduling routine office visits that are not essential for immediate health. Each care team will make this determination for every patient and every visit. If a visit is not essential to have right away, patients will be offered a new appointment at a later date.

We are also working to offer appointments over the phone. We've started doing this on a limited basis but we will be able to offer more in the near future. Co-pays for appointments done by phone will be waived.

Visiting Patients

CHA is restricting patient visitors in our hospitals to protect the health and safety of patients, staff and family members.



Get Good Information

Make sure you get info from a trusted source. The Massachusetts Department of Public Health has a [Coronavirus Update](#) page that offers reliable guidance. Massachusetts 211 has also been activated to provide support and answer questions about COVID-19. Finally, the [Centers for Disease Control and Prevention](#) has a number of informative graphics. See the example above linked to the importance of social distancing.

We recognize that this is a stressful time for everyone. Each day our staff and providers are going above and beyond to care for our patients. I could not be prouder of their efforts. We appreciate your help as we do our best to respond to COVID-19. Please visit www.challiance.org or follow us on social media for more real-time updates.

As always, do not hesitate to contact me directly for more information or with other concerns.

Sincerely,



Mary Cassesso
Chief Community Officer
Cambridge Health Alliance



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