

Town of Middlebury
Emergency Management Bulletin

Special Edition

May 20, 2020

Porter Medical Center - Key Messages to The Community

WE'RE READY, SAFE AND OPEN FOR YOU.

The Porter Medical Center providers you know and trust are here to safely deliver the care you need through video, telephone and in-person visits. We look forward to welcoming you into our facilities for elective outpatient procedures and routine care. Please call your provider with any of your health questions or concerns. We're here for you.

DON'T DELAY YOUR CARE.

Emergencies don't stop and neither have we. Our Porter ExpressCare and emergency departments have stayed open and ready to safely provide care – no appointment needed. We are now rescheduling outpatient surgeries, procedures and appointments that were postponed due to COVID-19.

HERE'S WHAT WE'RE DOING TO KEEP YOU SAFE

Providing high-quality care in safe environments has always been our top priority. We are now taking extra precautions based on the most current science and guided by public health. Some of the things you might notice are:

- **Distancing** – Staying at least six feet apart from others is an important way to prevent the spread of the virus, and we are taking measures to limit the number of patients and staff in our buildings to maintain a safe distance.
- **No Change to Visitor Policy** – We understand that it may be difficult to experience your exam or procedure without a support person, but our visitor policy is in place to protect everyone's safety. Unless you require assistance, you will need to attend your appointment by yourself. Please reach out to your care team for more information.
- **Entry Screening** – If you need to enter the hospital or our facilities, we'll take your temperature and ask you a few questions. Patients with respiratory complaints or a fever will be routed separately for care.
- **Face Masks** – All of our patients and staff will be wearing masks. If you don't have one, we'll be glad to give one to you.
- **New Check-In** – To reduce the amount of time spent in common areas, like waiting rooms, we may ask you to wait in your car and may bring you directly to your exam room instead of checking you in at the front desk. Your care team will provide specific instructions when your appointment is scheduled.
- **Patient Testing** – **Two to three days in advance of** certain outpatient surgeries or procedures, some patients will be tested for COVID-19 and asked to quarantine between the time of the

test and the time of the appointment. Be sure to speak with your provider for details about your personal care plan. In addition, patients who are admitted through the emergency department will also be tested for COVID-19.

- **Cleaning and Sanitizing** – As usual, exam rooms are thoroughly cleaned between patients. We are also cleaning our common areas, like check-in desks, waiting rooms, door knobs and faucets, frequently throughout the day. Hand sanitizer is also available to all of our patients.

YOUR HEALTH CARE OPTIONS HAVE EXPANDED.

For your convenience, we have expanded access to care through video visits, phone calls and messages through our “MyChart” online portal. We want to be sure you can access the care you need in a way that’s convenient and as safe as possible. Call your care team to discuss your needs and the best way to address them.

DON'T LET COST PREVENT YOU FROM GETTING THE CARE YOU NEED.

We have financial aid policies in place and members of our team will work with you to assess if you are eligible.