



Hospital COVID-19 Update

As many of you are aware, Our Governor, John Bell Edwards, released an order on 3/21/20 relating to medical/surgical procedures and other healthcare services. Our hospital follows the CDC and Louisiana Department of Health guidance and is committed to taking critical steps to ensure public health and safety to prevent the spread of COVID-19.

The State of Louisiana, Department of Health, notice/ order released on 3/21/20, DIRECTS AND REQUIRES adherence to the following EFFECTIVE IMMEDIATELY:

Medical and Surgical Procedures

- The Department hereby directs that any and all medical and surgical procedures SHALL be postponed until further notice.

There are exceptions. Your medical/surgical procedure may be serious enough that your provider decides it can't wait.

Please call the provider or facility where your procedure is scheduled and they will direct you regarding your scheduled procedure. Your provider will be evaluating each medical/ surgical procedure on an individual basis to determine if your procedure is an exception.

Healthcare Services, Other than Medical and Surgical Procedures

- The Department hereby directs that all healthcare providers transition all in-person healthcare services to a telehealth mode of delivery, when medically appropriate and when the same standard of care can be met as an in-person visit. Providers shall make a determination about the appropriateness of telehealth on a case-by-case basis. Providers may encounter legitimate and valid barriers to telehealth delivery and may not be able to shift all services to telehealth. Providers acting in good faith shall not be found to be in violation of this directive.

We are working to as we speak to quickly get telehealth deployed in all clinics and Emergency Departments. We are also looking at telehealth services in other areas that may be deemed medically appropriate. Our staff is available to answer questions related to telehealth should your Provider determine that telehealth is appropriate for you.

- The Department hereby directs that all healthcare providers postpone all in-person healthcare services that can safely be postponed for 30 days. Providers shall use their best medical judgment within the scope of their license to make this determination. Providers shall consider the entire clinical picture when determining if a service can be safely postponed, including the consequences of the patient of postponement and the consequences to the healthcare system. Providers acting in good faith shall not be found to be in violation of this directive.

Please call the provider or facility where your healthcare service/ appointment is scheduled and they will direct you on information regarding your scheduled service/ appointment.

Our Clinics and Emergency Departments are screening those with symptoms and testing for the virus if the CDC criteria is met. In these critical times, we may change visitation practices to reduce exposure and safeguard the health of our patients, staff and visitors. Please bear with us...we genuinely have your health and wellbeing at heart.

Our professional staff work hard every day to be a place of healing, caring and connection for patients and families in our hometown community. Please stay safe and follow the CDC (cdc.gov) and Louisiana Dept. of Health guidelines during this time. Updated information is posted as it becomes available at <https://www.mercyregionalmedicalcenter.com/>.