



## **For Immediate Release**

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### **Fort Madison Community Hospital Provides Local Update to COVID-19**

The leadership team at Fort Madison Community Hospital, in coordination with Great River Health System, has been working diligently to put together a comprehensive plan of attack to mitigate the spread of COVID-19 in our community.

Our goal is to continue to provide the very best care for our patients who need it, while keeping our employees and community safe. In addition to the changes announced last week, the following resources have now been activated along with updated restrictions.

#### **COVID-19 Call Center 1-800-871-3313**

Community members can call 24 hours a day/7 days a week to get answers to their questions about the virus and guidance if they are ill. The toll free number to call is 1-800-871-3313.

#### **Respiratory Center/MyCare Walk-in Clinic**

In an effort to best direct care for our sick patients, FMCH has established a Respiratory Center specific for patients presenting with a fever and a cough and/or shortness of breath. Patients will be asked some initial screening questions and directed to the correct point of care. Days and hours of care in our clinics for sick patients are as follows:

- Monday-Friday, 8:00 a.m. – 6:00 p.m.
- Saturday, 8:00 a.m. – 2:00 p.m.
- Sunday, 10:00 a.m. – 4:00 p.m.

#### **Facility Entrances -updated**

We are limiting the access points into the facility. This initiative will help minimize the number of people on the FMCH campus and aid in the screening process for COVID-19. We will screen all people entering the facility for COVID-19; they will then be given a sticker to indicate clearance.

Please note the changes to our entrances:

- Main Hospital Entrance – CLOSED
- **Main Clinic Entrance** – 6:30 a.m. - 6:00 p.m., M-F; 7:30 a.m.-2:00 p.m. Saturday; 9:30 a.m.-4:00 p.m. Sunday
- **Emergency Department Patient Entrance**- 24 hour access/ 7 days
- MyCare Walk-in Clinic/Pediatric Entrance – CLOSED
- Business Center Entrance – CLOSED



- Outpatient Rehabilitation Services/Orthopedic Entrance- CLOSED

### **Visitor Restrictions – updated**

We want to protect our patients, employees and community from potential exposure to COVID-19, therefore, we have implemented stricter visitation guidelines throughout the organization. No visitors under the age of 18 will be allowed unless they are the parent of a minor. All visitors to the FMCH campus will be screened.

- No Visitors will be allowed on our Medical/Surgical or Special Care Units (unless end-of-life).
- Patients under the age of 18 may have one parent or guardian visit.
- FMCH Birthplace patients- only the mother's designated support person is allowed- must be the same identified person for the duration of the stay.
- One person can accompany patients with an appointment in the FMCH Clinics, laboratory or radiology areas.
- Emergency Room patients may have one person accompany them into the treatment room.

### **Business Office**

The Business Office will no longer be open for in-person bill payment. Preferred method of payment during this time is United States postal service, online bill pay ([www.fmchosp.com/patients-visitors/online-bill-pay/](http://www.fmchosp.com/patients-visitors/online-bill-pay/)) or by calling 1-877-404-4763, Option 2. Financial assistance applications can be filed using the same methods. Payments will also be taken at all registration points at the facility but this is not encouraged during this time of limiting visitors on campus.

### **Courtesy Transport Van**

The courtesy transport van service provided by FMCH will be suspended until further notice.

### **What can you do?**

FMCH is also asking for the community's help during this time.

- The most accurate and up-to-date information can be found on the Iowa Department of Public Health, or the Centers for Disease Control and Prevention websites. A link can be found on the FMCH home page ([www.fmchosp.com](http://www.fmchosp.com))
- Please call the healthcare facility in advance of coming to the facility if you are feeling ill. FMCH has trained professionals who will do a quick screening and help direct your care.
- The restrictions implemented at FMCH, in the community and at the state and federal level are there to protect you, please adhere to those recommendations.
- Wash your hands, stay home if you are sick, cover your cough and sneezes, keep your hands away from your face and stay away from large gatherings of people.