

Dear Trusted Member of the Medical Staff,

I want to sincerely thank you for your continued partnership and support of Mercy Medical Center and affiliates during these challenging times. All throughout this pandemic, Mercy Medical Center and affiliates has provided high-quality care for all the essential needs of your patients and our community—and I have been consistently impressed and inspired by the work of our tremendous medical staff as we have collectively expanded capacity, developed expertise, and transformed the ways we deliver care.

Today, I want to inform you that now that our region has appeared to “flatten the curve” of new coronavirus infections, we at Mercy are carefully taking steps in line with public health advisories to provide certain essential services while enhancing the safety precautions already in place.

Safety is our absolute top priority. We are, however, concerned that there are patients for whom evaluation or treatment is, in fact, essential to their health—but fears regarding COVID-19 may be preventing them from seeking care. We want you, and your patients, to know that we have the capacity and are ready and prepared to care for all of their essential needs. Accordingly, as we do recognize that these are unprecedented times, we have put in extraordinary measures to safeguard their care.

Some of the ways in which Mercy Medical Center and affiliates is maintaining a safe environment for our patients include the following precautions:

- **COVID-Free Zones**, including entrances, walkways, elevators, and units, to separate confirmed and suspected COVID-19 patients from other patients at all of our facilities;
- **Enhanced screening** at our entrances, including temperature checking;
- **Universal masking** of everyone in our facilities, including patients, visitors, and colleagues;
- **Robust cleaning protocols** following CDC guidelines, with increased frequency and special attention to rooms and surfaces that are commonly touched such as doorknobs and flat surfaces; and
- **Testing for COVID-19** of certain patient groups, including all patients coming for surgery or procedures.

Please be aware that all patients scheduled for a surgery or procedure requiring an overnight stay will now be tested for COVID-19 within 24 hours prior to the surgery or procedure. If a patient tests positive, the procedure will be postponed until a negative result is obtained. At the time of a negative test result, the procedure or surgery will continue as planned in a COVID-Free Zone (COVID-Free Zones are for all patients who are receiving non-COVID-related care).

During this time, we are also continuing our visitor restrictions. One adult may accompany patients receiving anesthesia or sedation as part of their procedure, or if they are necessary for the patient’s visit, provided the visitor meets screening criteria.

As we resume certain select services, please do also keep in mind that virtual appointments remain available. Your patients do not have to wait to receive non-emergent care in-person. Learn more about telehealth services and how to utilize video chats with your patients at [TrinityHealthOfNE.org](https://www.TrinityHealthOfNE.org).

We are so grateful to have you as part of the Mercy Medical Center team. The work that has been ongoing has been nothing short of heroic. Thank you for your continued commitment to our Mission and exceptional care for our patients and their families. Do not hesitate to reach out if you have questions, anytime.

We Are Here For You—and to provide **Safe Care to Everyone**, together.

Sincerest regards,



Robert Roose, MD, MPH, FASAM
Chief Medical Officer
Mercy Medical Center and its affiliates

COVID-Free Zones are areas where we provide care only for people not known to have COVID-19 or COVID-19 symptoms.