

## Dear St. Clair Hospital Patient:

Thanks to you and others in our community, we've succeeded in 'flattening the curve'. While COVID-19 will at least temporarily change some aspects of the world in which we all live, our communities will soon reopen. And, St. Clair Hospital and its physicians are once again available for all of your medical and surgical care.

Six weeks ago, we advised you that St. Clair was postponing elective care in order to focus our resources to address the pandemic. We're pleased to report that the number of patients with COVID-19 requiring hospitalization at St. Clair was small. Thanks to our incredible physicians and employees, we were able to care for these patients without undue difficulty on a special unit where they, and the staff caring for them, were separated from other patients and staff. While the number of new coronavirus cases is declining, we will continue this arrangement to protect the community from the risk of spread.

### Don't Delay Necessary Care

With a low prevalence of coronavirus in our community, we recommend you not further delay your medical care. Already, we are seeing the 'late presentation' of serious illnesses in our emergency room, when an earlier trip to the ER, or to the doctor's office, could have led to a better outcome for these patients.

If you had an appointment, procedure or surgery postponed, St. Clair will be reaching out to you to reschedule, and we encourage you to do the same. If you did not have an appointment, procedure, or surgery postponed, but over the past six weeks have developed a condition that is concerning to you, please call your doctor or visit the urgent care center at our Village Square Outpatient Center for immediate care. And please always go to the emergency room if your symptoms warrant.

However, we know how important it is that you feel safe in our facilities. Below are some of the ways St. Clair is continuing to make your care — and your safety — our No. 1 priority.

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### Maintaining a Safe Environment



- Our revised visitation policy remains in effect to reduce the traffic in our buildings, much like what you are experiencing in grocery stores or other retail establishments. If you're coming for a doctor's visit, a test, or an outpatient procedure, you should come alone unless special circumstances warrant (e.g., you are a guardian or are assisting a patient with limited mobility).
- You should wear a mask in any of our facilities. If you have one (even a homemade mask), that will suffice. If you don't have one, you will be offered one upon entry.
- Handwashing stations are available throughout the building, and our facilities and equipment will be disinfected frequently throughout the day.
- Where possible, we will take you immediately to an exam room so that you can avoid being in a waiting room. Where that is not possible, you will notice that the waiting rooms have been rearranged to promote appropriate social distancing.

### Screening and Testing



- Our clinical experts have developed algorithms and screening protocols for patients who should be tested for COVID-19 prior to their visit or procedure. These algorithms and protocols are fully consistent with CDC guidelines, as well as those developed by our clinical partner, [Mayo Clinic](#).
- If testing is indicated based on the algorithms and our screening protocols, you will be referred to our drive-through COVID-19 testing center on Broughton Road in Bethel Park. You must have a prescheduled appointment to be tested there.

### Personal Protection Equipment (PPE)



- You will notice that all of our staff will be wearing the appropriate personal protection equipment (PPE) they need for their job. Unlike what you may have seen on television about hospitals in other areas of the country, St. Clair has an ample supply of PPE.

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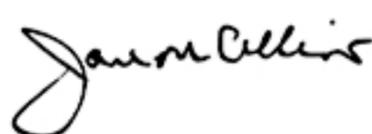
### Safe in Our Hands



In times like these, excellence matters more than ever. You should be reassured that, as a St. Clair patient, the care you're receiving is among the nation's best. In fact, St. Clair is the region's only hospital, and among just the best 2% in the country, to receive a [hospital safety grade](#) of 'A' for eight (8) consecutive years from the Leapfrog Group, the nation's leading watchdog on preventing patient harm such as hospital-acquired infections.

We are committed to providing you with the very best, and safest, care each and every day. Please visit [stclair.org](http://stclair.org) to read how we are here to help.

We thank you for trusting St. Clair with your care.



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