

Message to the Humboldt Park Community

From: Billy Ocasio, Chair, Board of Trustees
José R. Sánchez, President & CEO



Dear Friends,

During these rapidly changing times as the Coronavirus/ COVID-19 disease spreads throughout our community, state, and country, we want to assure you that **Norwegian American Hospital** is open, available, and working non-stop to meet the healthcare needs of our community. We are focused on providing care while protecting the safety of our team staff, patients, and visitors.

You should not be fearful about coming to the Emergency Room if you are having a medical emergency. If you need medical attention or an appointment, please call 888-624-1850. A highly trained nurse will answer your questions and provide information and assistance.

No debe temer venir a la sala de emergencias si tiene una emergencia médica. Si necesita atención médica o una cita, llame al 888-624-1850. Una enfermera altamente capacitada responderá sus preguntas y le brindará información y asistencia.

COVID-19 TESTING – as of 03/24/2020

- Currently, only patients at high risk are being tested and only the Illinois Department of Public Health (IDPH) can approve the test.
- Results are being turned around in approximately 24 hours; we will call you with the results. If IDPH approves the test, we will make sure you get the test and results regardless of ability to pay.

Here is what we are doing to meet the COVID-19 challenges (*these will be updated*):

- **If you have a FEVER, BREATHING PROBLEMS, or SEVERE COUGHING -- CALL 888-624-1850**
- We are monitoring daily updates from the Centers for Disease Control, Illinois Department of Public Health, and other agencies on testing, diagnosing, and care giving.
- There is a **NO VISITOR policy** except for end-of-life or other extreme circumstances with the approval of the nursing supervisor. Patients in the Emergency Department may have one support person.
- Entry to the hospital for patients, staff and visitors is limited to the **POB entrance on Cortez Street**. ALL persons will be screened at the information desk.
- Staff and providers have received training in the use of personal protective equipment.
- Our Infection Control team is doing more training and to insure the highest level of safety for our patients and staff
- The Pediatric Care-A-Van and Pediatric Mobile Dental Program are temporarily suspended until Chicago Public Schools reopen.
- We are using technology and phone conferencing in place of in-person meetings whenever possible
- The 2020 Power of Community Benefit will be postponed until the fall; more details to come.

What are the symptoms of COVID-19?

Patients with COVID-19 have reported mild to severe respiratory symptoms, including:

- Fever
- Cough
- Shortness of breath

Symptoms may appear 2-14 days after exposure.

Cuáles son los síntomas de COVID-19?

Los pacientes con COVID-19 han reportado síntomas respiratorios leves y severos, que incluyen:

- fiebre
- tos
- falta de aliento

Los síntomas pueden aparecer 2-14 días después de la exposición

Take Steps to Protect Yourself

Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your mouth and nose with a tissue when you cough or sneeze.

Clean AND disinfect frequently touched surfaces daily

If you are NOT sick: You do not need to wear a facemask. Facemasks may be in short supply and they should be saved for caregivers.

Stay home as much as possible

Stay home if you're sick. You do not need to seek medical care if your symptoms are mild.

If you develop emergency warning signs for COVID-19 get medical attention immediately. In adults, emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or difficulty awakening the person
- Bluish lips or face

Those at higher risk from include:

- People over 60 years of age; persons over age 80 in the highest risk category.
- People, regardless of age, with underlying health conditions including cardiovascular disease, diabetes, cancer, heart disease, or chronic lung diseases like COPD, as well as those with severely weakened immune systems.
- If you're at higher risk for serious illness from COVID-19, you need to seek medical care early, even if your illness is mild. **If you have a medical emergency, call Norwegian American Hospital 888-624-1850 or 911**

Tome Medidas Para Protegerse

Lávese las manos frecuentemente con agua y jabón por al menos 20 segundos, especialmente después de haber estado en un lugar público, o después de sonarse la nariz, toser o estornudar.

Evitar tocarse los ojos, la nariz y la boca con las manos sucias

Cúbrase la boca y la nariz con un pañuelo desechable al toser o estornudar.

Limpie Y desinfecte las superficies que se tocan frecuentemente todo los días.

Si NO está enfermo: No necesita usar una mascarilla. Es posible que las mascarillas empiecen a escasear y deberían reservarse para los cuidadores.

Quédese en casa tanto como sea posible

Quédese en casa si está enfermo. No es necesario buscar atención médica si los síntomas son leves.

Si desarrolla signos de alerta de emergencia para COVID-19 consiga atención médica inmediatamente. En los adultos, las señales de emergencia incluyen:

- dificultad para respirar o falta de aliento
- El dolor persistente o presión en el pecho
- Nueva confusión o dificultad para despertar a la persona
- los labios azulados o la cara

¿Quién está en mayor riesgo de enfermedad grave?

- Las personas mayores de 60 años de edad; las personas mayores de 80 años en la categoría de mayor riesgo.
- Las personas, independientemente de su edad, la que subyace en las condiciones de salud incluyendo las enfermedades cardiovasculares, diabetes, cáncer, enfermedades del corazón, o enfermedades pulmonares crónicas como la EPOC, así como los que tienen debilitado severamente el sistema inmunológico.
- Si usted está en mayor riesgo de enfermedad grave de COVID-19, es necesario buscar atención médica temprana, incluso si su enfermedad es leve. **Si usted tiene una emergencia médica, llame Norwegian American Hospital 888-624-1850 or 911**

If you have a FEVER, BREATHING PROBLEMS, or SEVERE COUGHING -- CALL 888-624-1850

You can find reliable and up-to-date information about Coronavirus / COVID-19 at these links:

- [Centers for Disease Control & Prevention \(CDC\)](#)
- [City of Chicago Coronavirus Resource Center](#)
- [Illinois Department of Health \(IDPH\)](#)