

COVID-19 Health System Updates

May 7, 2020 Thursday

The work that you all have put in over the last two months to battle the COVID-19 pandemic has been awe-inspiring. Now, with COVID-19 cases declining, we are turning our focus toward safely rebuilding our practices and our patient base. Our patients need us. And we need them.

COVID-19 is not going away overnight; we will be seeing patients with this disease for quite some time. Nevertheless, it is possible to do two things at the same time—safely care for patients with COVID-19 and safely care for non-COVID-19 patients.

Today, we launched a “[safety hub](#)” on our website where we will document all the things we are doing to keep all of our patients and staff safe. We know that many patients—and even many of us—feel anxious about exposure to COVID-19, and that this anxiety is causing some patients to put off needed care. Through the safety hub, we intend to address and work to allay those fears and show Mount Sinai’s commitment to the health and safety of all.

Among the materials that will be posted there:

- Specific details, including photos and videos, about how our facilities are cleaned and sanitized every day
- Instructions for screening all patients for COVID-19 symptoms before arriving for their visits
- Requirements that all patients and staff wear a mask or face covering
- Instructions and materials to facilitate social distancing in our waiting rooms and elsewhere in our facilities
- Details about how patients with COVID-19 infection will be kept separate from non-COVID-19 patients
- Information about how our staff are tested and screened for COVID-19
- Resilience and wellness resources for our faculty and staff

Through the hub, we will provide talking points for physicians and staff to use in your contacts with your own patients, as well as scripts for the call center, webinars for patients, a social media campaign, and an advertising campaign with the theme “Don’t Put Your Health Care on Hold.”

In addition, we have established an email address, safetyhub@mountsinai.org, where you can send specific questions that you or your patients might have and receive a quick answer.

I hope you find these materials helpful. Together, we can allay patients’ fears, keep them safe, and help them feel comfortable coming to see us for the care they need.

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