

# Extraordinary Times. Exceptional Care.



WENTWORTH-DOUGLASS  
HOSPITAL  
A Mass General Community Hospital

# COMMITTED TO YOU, YOUR SAFETY, AND YOUR HEALTH.

In these extraordinary times, Wentworth-Douglass Hospital has taken extraordinary steps to ensure the health of our community – caring for the most vulnerable and preparing to meet an unprecedented need.

Even now, with the Spring COVID-19 peak and a beautiful Seacoast summer behind us, there are lingering questions. Will we see a new peak this fall? How do we stay healthy in this new world?

We hope the information on the coming pages will help answer some of these questions and assure you that Wentworth-Douglass is ready to meet all your healthcare needs as we safely see patients across all our service lines.

*Our commitment to your care and safety has never been stronger.*



*Expertise*

*Compassion*

*Trust*

# SAFE CARE COMMITMENT

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Patient safety has always been at the heart of our mission – and now more than ever we continue to engage in vigilant prevention measures to reduce the risk of any infection.



## SCREENING

Anyone who enters Wentworth-Douglass Hospital or any of its facilities will be asked some simple symptom screening questions.



## MASKS

Everyone in our facilities, both staff and patients, will be wearing procedural masks to help protect against the spread of COVID-19. Everyone is provided a mask upon entry and expected to wear it throughout their visit.



## HAND HYGIENE

Anyone entering our buildings will be expected to sanitize or wash their hands. Hand sanitizer stations are also available throughout our buildings.



## SOCIAL DISTANCING

Everyone should practice good physical distancing – keeping at least 6 feet apart from others. We have made changes to patient flow, waiting rooms, and common areas to encourage this separation.



## CLEANING

Our award-winning Environmental Services team has always been ahead of the curve. The team is continuing its aggressive cleaning and disinfecting protocols and adding safeguards to prevent the spread of infection. These include the use of special cleaners and UV light robots that kill COVID-19 virus.



## TESTING

Patients undergoing most surgeries and procedures are required to be COVID-19 tested no more than 48 hours prior to their scheduled appointment.

While our services may look different, our commitment to high-quality, compassionate, personalized health care remains the same.



Watch our video to see what's different. Visit [wdhospital.org/covid19](http://wdhospital.org/covid19).

## FROM THE FRONTLINES

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They are our frontline heroes, but they are also patients and members of the community. Hear what they have to say about the care being offered here at Wentworth-Douglass during these extraordinary times.



*"The Emergency Department is always practicing and preparing to offer the safest care possible in the event of a disaster. The COVID pandemic has offered up an unprecedented challenge, but we've acted fast to adapt our care – opening respiratory clinics in tents outside and now Drive-Thru COVID-19 testing. We are prepared to react to whatever the future brings."*

- Natalie Wyrsh, RN, Wentworth-Douglass Emergency Department

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*"We take patient safety very seriously and it shows in every decision that's been made throughout this pandemic. The patient comes first, so I have complete confidence that they are being well cared for and protected."*

- Bobby Burches, DO, Anesthesiologist, Wentworth-Douglass Hospital Surgical Services

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*"Our patients are already facing an immense personal challenge on top of navigating all the changes and uncertainty this pandemic has brought about. Our Seacoast Cancer Center team has taken pride in offering uninterrupted care and compassion, so patients know their medical needs are being met."*

- Rachel Velardi, ARNP, FNP-C, Wentworth-Douglass Hospital Seacoast Cancer Center

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*"In an urgent care setting, we see patients who are sick or injured and who may be reluctantly coming to a medical setting. We have protocols in place to prevent the spread of COVID-19 and processes in place to separate respiratory illnesses from other patients who need care. I'm not just an employee; I am also a patient, and I feel safe coming to Wentworth-Douglass facilities."*

- Alyssa Josiah, RT(R), Radiologic Technologist, Wentworth-Douglass Express Care

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*"Thank you all for risking your life to save my life and giving me such a kind and friendly refuge." - Seacoast Cancer Center and COVID-19 patient*

# STAYING WELL

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**"Our ability to care for patients safely has never been more important. We are following new, more stringent infection prevention protocols, and want to assure our community and patients that you do not need to defer care for chronic and non-urgent conditions. While our services may look different, our commitment to high-quality, compassionate, personalized health care remains the same," – Dr. Nancy Pettinari, Chief Medical Officer of Wentworth Health Partners.**

## PREVENTIVE CARE

Even during COVID-19 pandemic, it is important to get the care you need for your health conditions. Delaying care for chronic conditions like diabetes, heart disease, and COPD can have a lasting impact.

Regular preventive care can help foster a lifetime of wellness:

- Schedule a physical
- Get a mammogram (40+)
- Make a dentist appointment
- Get a flu shot

Wentworth-Douglass Hospital physicians, nurses and staff are ready to provide you with exceptional care. All our primary and specialty care practices are scheduling both virtual visits and in-person visits.



**Virtual visits** allow you to conveniently see your provider from home, over your computer, device or phone.



**In-person visits** are the traditional face-to-face visits you are used to, with enhanced safety protocols. In-person visits are particularly appropriate when the doctor needs to examine you or you need specific tests done.

## FIND YOUR CALM

During these uncertain times, it's important to take time to address your mental health. Heightened feelings of anxiety, depression and sadness can have a negative impact on your overall well-being. Please reach out to your provider if you have concerns about your mental health.

Wentworth-Douglass Hospital's Behavioral Health Services team suggests trying some focused relaxation exercises to calm your mind and spirit. Here's one you can try at home.

## THE 5 SENSES GROUNDING TECHNIQUE

Use this coping strategy the next time you feel anxious. Take a deep breath and tune in to your body and the environment around you.

### FOCUS ON:

- 5 Things you can *see*
- 4 Things you can *feel*
- 3 Things you can *hear*
- 2 Things you can *smell*
- 1 Thing you can *taste*

# PREVENTING COVID-19 – GET THE FACTS

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*"It is critically important to the control of the disease for the public to remain well informed and to adhere to the specific instructions and practices recommended by epidemiology experts. The control of the pandemic is a universal and mutual responsibility incumbent upon us all."*

*- Dr. Malcolm Rosenson, Chief Quality & Patient Safety Officer, Wentworth-Douglass Hospital*

**MYTH:** Wearing a face mask won't reduce COVID-19 spread.

**MYTH:** Antibiotics kill coronavirus.

**MYTH:** Only old people get seriously ill from COVID-19.

**MYTH:** Wearing gloves will help me prevent COVID-19.

## FOCUS ON FACTS

These are steps the CDC and infection prevention specialists recommend to reduce your risk of infection and prevent community spread of COVID-19.

### Practice Social Distancing

Avoid close contact with others (within 6 feet) for more than 15 minutes. Avoid large group gatherings. Take extra precautions if you are older than 65 or have chronic medical conditions.

### Wear A Mask and Wear It Properly

Masks should cover your nose, mouth and chin. By wearing a mask, you are protecting other people. Other people who are wearing a mask are protecting you.

### Clean, Wipe, Disinfect

Door knobs, counters, cell phones, remotes – take time to clean frequently touched items in your home. Out of disinfectant wipes? A cloth saturated with soap and water is nearly as good.

### Wash Your Hands Often

Wash with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

### Cover Your Coughs or Sneezes

Use a tissue or your elbow to cover your nose and mouth – do not cough into your hands. If you use a tissue, throw the dirty tissue away immediately.

# FEELING ILL?

## IMMEDIATE CARE

For illness or injury – don't put off getting the care you need. Know where to go!

Even as the COVID-19 pandemic has changed our daily routines, you can still trust Wentworth-Douglass for urgent medical care – no matter the illness or injury. Our walk-in locations are providing the expert services you expect in clean environments, and appropriate precautions are in place to keep patients safe. We are here for you.



### Walk-in Prompt Care

Dover & Portsmouth



### Express Care (Urgent Care)

Dover & Lee



### Emergency Department

Dover

To learn more,  
visit [wdhospital.org/immediatecare](http://wdhospital.org/immediatecare).

## COVID-19 CARE AND TESTING

If you are experiencing symptoms of COVID-19:

If you have life-threatening symptoms, like difficulty breathing or chest pressure, please call 911.

If you are experiencing common symptoms of COVID-19, such as fever, cough, sore throat, or loss of smell or taste, please call your primary health care provider for guidance. If you do not have a PCP, you can also visit Express Care in Dover or Lee.

Your provider will give you instructions on how to get care without exposing other people to your illness.

## COVID-19 TESTING

Wentworth-Douglass offers easy, professional and safe access to COVID-19 diagnostic testing to our community through a partnership with the state of New Hampshire.

Our Drive-Thru testing site in Dover is open 7 days per week. Testing must be scheduled by calling your Wentworth-Douglass, Wentworth Health Partners, or Mass General Brigham primary care provider. If you do not have a primary care provider, you can use the online COVID-19 test request form at [wdhospital.org/covidtesting](http://wdhospital.org/covidtesting).

We are pleased to be supporting the State's initiative to expand availability of testing for our community.



WENTWORTH-DOUGLASS

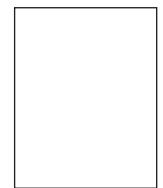
HOSPITAL

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*"Wentworth-Douglass Hospital's team is friendly, professional, and informative. They offer a taste of normal in an abnormal world." – Grateful Patient*

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Mass General Brigham