



## Transylvania Regional Hospital Community Forum

*Transcript: July 2, 2020*

**Michele Pilon:** [00:00:00] Good evening everyone and welcome to our second virtual community forum hosted by Mission Health. I'm Michele Pilon, Transylvania Regional CEO and Chief Nursing Officer. And before we get started, I'd like to share information about my co-host. I have Crystal Letterman here. She is the Administrative Manager of Clinical Operations here at Transylvania Regional and she's going to be helping me present information this evening. I thought I would get started with a COVID update. Since it's just been ruling our lives, I thought that it might be good to go over some numbers statewide and then countywide throughout Mission, just as a point of interest.

[00:01:03] So in North Carolina -- and I pulled this information just today so this is very recent information -- thus far, there are 68,142 confirmed cases of COVID. 912 of those patients are currently hospitalized throughout the state. There have been 1,391 deaths and we've done quite a bit of testing throughout the state. We've tested 971,120 people in the state. As far as Transylvania County goes, we've been really, really fortunate and spared that we've not had a lot of COVID cases and not a lot of deaths. We thus far, have had 22 confirmed cases. Currently there is no one in Transylvania County that is hospitalized and we've only had one death.

[00:02:05] In the division, and when I say the North Carolina division, I'm talking about all of the hospitals that comprise Western North Carolina hospitals throughout the Mission Health system. So we're talking Mission Health in Asheville and then Angel, Transylvania, Blue Ridge, Highlands and McDowell. So within the division, we have 188 confirmed cases. 16 COVID-positive patients are currently hospitalized. We have 116 PUIs, which are patients under investigation, and those are patients that have been tested and are waiting for their test results. Of those 116, 24 of those are currently admitted to one of the hospitals that I just talked about within the division. Overall, we've had 3.2 percent of tested patients test positive and 96.8 percent test negative.

[00:03:10] As far as Transylvania Regional goes, we've had only two confirmed cases here. We currently do not have anyone hospitalized that is positive. We have had four PUIs. We currently have two of those admitted. We've only had one percent of our tested patients test positive and 99 percent test negative, so that's a very good story for Transylvania and Transylvania County. Just as an informational thing, I'm sure you've heard of the convalescent plasma program, and that is where people that have had COVID donate their plasma and it is transfused into a current COVID positive patient. And it helps them develop antibodies so they heal faster and the symptoms are less than what might normally occur.

So we are registered to participate in that program. So if we have the opportunity to do that, we are registered and can offer that to the community. And if you want to donate plasma because you meet that criteria, the local blood connection is your point of contact to be able to do that. And then just as a last thing, I just want to let everyone know that there's been a lot of collaboration throughout this whole pandemic between the hospital and the county.

[00:04:46] And that collaboration continues and will continue, so it's really been a group effort in the county to be able to make sure that we can give care to patients whether we have a surge or we don't have a surge. That we can get care to our long-term care patient. And that we can all be safe. So with that, I am going to turn it over ... Oh you know what, one last thing. I do want to add – this pandemic has caused a lot of hardship for a lot of people. And for many people, they've lost their health insurance because they've lost their job. HCA recognized that and has opened up a hotline for anyone who's insurance coverage has been impacted and there's advisors there that are ready to assist and answer any questions and getting people to the right place for assistance. And so I'm going to give you that contact information. The advisors can be reached Monday through Friday from 8:00am to 6:00pm and that number is 833-541-5757. Again, 833-541-5757, or you can go to our website at [MissionHealth.org/COVID-19](https://MissionHealth.org/COVID-19). Again [MissionHealth.org/COVID-19](https://MissionHealth.org/COVID-19) to learn more. So I will turn it over to my co-host, Crystal Letterman, and she is going to talk about everything that the hospital has done since the pandemic started to make the hospital safe and what our focus is now and what we're doing. Crystal?

**Crystal Letterman:** [00:06:56] Thank you, Michele. As Michele mentioned, my name is Crystal Letterman and I am administrative manager of clinical operations here at Transylvania Regional Hospital, we have been extremely fortunate in that we have not seen the surge of COVID-19 positive patients that we were anticipating. We did a lot of preparation work to prepare for the anticipated surge in patients that we thought we were going to see and are still very much prepared for that, in the event that should still occur. However, we have shifted the focus now to begin opening some of the programs that have been temporarily suspended due to the coronavirus and to decrease those exposures. One of the things that you'll notice immediately that we've done to increase the protection of our team members, our visitors, our patients, is we've altered the flow through the hospital with the entrance and exit of the building.

[00:08:08] All of our visitors and patients, other than our emergency department patients, are asked to enter the facility through the patient registration entrance. At that entrance, we have a screener that is stationed there that will ask you a series of questions related to COVID-19 symptoms and potential exposures to COVID-19 positive patients. At that point, the individual will be given a mask, if they are not already wearing one. We have ten hygiene stations stationed throughout the facility as well for easy access to make sure everyone is practicing good hygiene. Some of the common areas throughout the facility, you'll notice we have set up to allow for social distancing.

[00:09:08] You'll notice that we have bright orange feet decals in common areas where folks may congregate in line or stand to wait for assistance. You'll notice those feet will stay six feet spacing and indicate that you stand there on the feet to abide by that six feet space. The

waiting rooms are also spaced six feet apart. The chairs are set up in a way that we are decreasing the chance for you to be close to someone and not abide by that six foot apart social distancing requirement. We've got signs posted in the waiting rooms and the common areas requesting that those not be rearranged to move closer to one another.

[00:10:02] We've also got signage indicating the safe occupancy amounts for each room. So we have some waiting areas that are very small waiting rooms. So you'll notice that it'll say one to two people max occupancy for that space. And that's intentional to ensure that we are providing the six foot social distancing requirement. So once you enter the building, and you go to your testing or procedure or to visit your loved one, all patients are asked to exit the building – that includes patients and visitors to exit the building through the main entrance. That main entrance is locked for incoming traffic so you can only exit. And that's to help eliminate that co-mingling of folks coming in and folks exiting the building. It also decreases the number of individuals congregated in one space. So, we're trying to be mindful of that two way traffic. We've increased the cleaning frequency of our high-touch areas in the common areas. Those things would be like your arm chairs, hand rails, vending machines – anything that folks would frequently touch as they're in the area. Those areas are cleaned on an every four hour basis and then there's a terminal clean that occurs at the end of the business day.

[00:11:40] Our bathrooms – public bathrooms – are also increased on their cleaning to twice a day. And we've put signage in the restrooms so that you know if a customer is using the facility and that the room is being cleaned appropriately. So there's a date and time of the last time cleaned for that reassurance of when that occurred. So part of the screening process also includes our team members. So each day if our team members come to work, we have a separate entrance, again, to decrease that co-mingling of traffic and congregation of folks in one space. So our team members are screened at a designated entrance at the facility outside of the exit in interest of our patients and visitors. So, at the time of that screening they are also asked the same questions and receive a temperature check. If the employee should screen positive, or if they answer yes to any of the screening questions, they're not allowed to enter the building. We follow a process of where they have to see a provider and be screened more in depth. And then we have a follow up process, a monitoring process to ensure that we aren't allowing someone to return to work that could potentially be sick. So they have to remain without a temperature for ten days and without symptoms for ten days before they are allowed to return to the building, whatever those symptoms are. And so, they are again screened before they return to work from our work well partners and they are cleared by the work well department if they are able to return to work. And then resume the daily screening positive (inaudible).

[00:13:53] You'll notice in our emergency department, there is a screener's station immediately at that entrance. That's for early recognition and screening of folks entering the emergency department beginning with symptomatic or having a potential exposure. To avoid that co-mingling of infected vs. non-infected patients, to immediately move those patients through the emergency department into an isolated place for their treatment. You'll also notice that our team members in the ED are now wearing the non-fitted N95 masks and face shields for all patient interactions to increase their protection and decrease

exposures. They will transition to a (inaudible) N95 and face shield in addition to an isolation gown in the event a patient is receiving an (inaudible) procedure, whether they are a suspected COVID patient or not. It's just an added level of protection for the team members and the patients so that we can decrease that level of exposure. You may have noticed that we have increased our visitor ability. We have implemented the level two visitor restriction, which means we are allowing one designated patient advocate between the hours of 9am to 8pm. We do still encourage the virtual visitation, so if you have multiple family members, or family members – neighbors that want to come see you in the hospital. We do have the ability to provide that service to you if you do not have a device that's able to Facetime or Skype. We're able to assist with that. If a visitor screens positive, whenever they are coming to visit from one of the hospitals, they will only be allowed to enter in the event of an imminently dying patient and/or the need to make medical decisions related to care that are critical.

[00:16:29] You can expect that the individual will be escorted to the unit that they are coming to and escorted to the exit. And again, that's just being very cautious and trying to protect our other visitors, patients and staff. COVID positive or persons under investigation, also known as PUI patients, will not be allowed to have visitors. Surgical imaging and lab customers can have a patient advocate come with them. They will be asked to remain in the waiting room and the only reason that is, some of the procedure areas that I had mentioned earlier are very small and will not allow for more than two people in the space. So that would be the caregiver and the patient. In the event you are here for something that would allow for your patient advocate to go back with you, that absolutely will occur. That communication will be done on a case by case basis as you're coming for your procedure. The technician or caregiver will explain that process to you.

[00:17:53] The only modification that is different is our transitional care unit inside the hospital is considered a skilled nursing facility. That unit is not allowed to have visitors. That's a decision that's made at the state level and we are bound by the same regulations as other skilled nursing facilities but are not able to list that at this time. We will follow their direction and their directive and list that as soon as we can become more in line with the hospital and staff. We have began, as I mentioned the phased opening, we have started to schedule screening, mammograms, imaging studies, surgical procedures, our foot care and our wound care services have returned to scheduling patients. (inaudible) We have physical therapy. Some of the things that you'll notice that are different if you come to our cardiac rehab and physical therapy outpatient services, is you'll notice that we are really diligent on thoroughly cleaning the equipment between patients. Again, the amount of patients and caregivers and given space is monitored by the team members so that we haven't exceeded those numbers. Making sure that we are encouraging our patients to do hand hygiene and offering hand sanitizer. One of our programs that we've just started, is doing a secret – it's called secret hand hygiene observers, but it's our patient observing whether or not the caregivers are diligent with their hand hygiene before and after care. So we've initiated that. We are slowly starting to ramp those programs back up, including in our Fresh Start programs. Our telehealth options have expanded. Speaking of the Fresh Start program, they also have a telehealth option available at this point. And we've expanded those capabilities to be available in our offices and practices, in addition to the infectious disease program and

telehealth program we had already offered. I personally have used the telehealth visits, and can not tell you how convenient that was to see my provider here. I took a break from work, dialed into my provider, was able to have my visit which was super fast and very convenient and was able to end it and go to my next appointment with the assistant after I finished with the provider.

[00:21:07] It was a very smooth process, and again, very convenient if you're at work, decreases your road time and if you're willing to stay in your home and be able to see your provider when you're at home, it's a great option for you. So I'm now going to turn it back over to Michele, who is going to talk to you about the vision for the future at Transylvania Regional Hospital. Michele?

**Michele Pilon** [00:21:33] Thank you, Crystal. As you can see, Crystal went into a lot of detail about the things that we've done to make sure that the hospital is safe for everyone, and so one of the things that I want to stress, she's already stressed it but I want to stress it again, and that is, this is a safe place to be. Please do not be afraid to come here if you need to come and get care. One of the things that we are seeing is that people put that care off and the people that we're seeing in our emergency department and the people that we are admitting to the hospital are very very sick. And so if you're having stroke symptoms, or heart attack symptoms, or any symptoms that you feel need to be looked at, please do not be afraid to come to our emergency department. It is a safe place to be. So just a couple of things Crystal talked about – the future for Transylvania Regional. I wanted everyone to know that we do have a new female primary care physician. Her name is Dr. Klein. She is practicing at Brevard Family Practice. She started with us in March. She's a nice addition to our primary care practice there. Also wanted to let everyone know that we have a new pain management service, Envision Pain Management, which is right here in one of our office buildings on the campus of the hospital. They started in May and they are taking new patients. Also wanted to let you know something that we are extremely proud of. Some of you may have seen a billboard that we had up for awhile. We are a top 20 critical access hospital and we have once again received that award, so out of the last seven years we've actually received this award six times. And they look at things like market share, cost to the patient, patient satisfaction. Are we responsible with our finances? They take all of these things into account and then make decisions on the top 20 hospitals.

[00:23:48] And we have been a top 20 hospital, like I said for the last six of seven years. So you can be confident that you will receive excellent care from here. We also have a diabetes management and prevention program. I think we've gone through about five cohorts with this program and we've had some successful metrics with that program. That's actually gotten the American Heart Association's Gold Plus Honor Roll Award. As Crystal mentioned TCU, I did want to let everyone know that TCU is open and operational and we have had patients in that area consistently since March. So that wraps it up for our part of this presentation. I'm going to turn the call over to the moderator.

**Moderator** [00:24:45] Thank you, Crystal, Michele. The forum will now open to Q&A. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. To get started, we have a question that was submitted

online. Linda writes, what are some tips to enjoy the Fourth of July holiday while still making choices that will help keep my family and our community safe? Michele, let's start with your response.

**Michele Pilon** [00:25:15] As Crystal stressed, the masking, the social distancing. The literature is stating that definitely masking and social distancing is what is going to flatten the curve of this pandemic. I would just say, while you can enjoy your family, you need to maintain that six feet of social distancing. You need to make sure that people are wearing masks and still be able to enjoy being outdoors and enjoy the company of your family and your friends.

**Moderator** [00:25:59] Thank you, Michele. Crystal, anything to add there?

**Crystal Letterman** [00:26:01] I would stress that a lot of times when we're with our family, we want to love them. I know my family's a big hugging group. You want to try to avoid that during these times. Elbow bumps – if you have to get that close. Try to keep the six feet social distancing requirement and the hand hygiene. Have some hand sanitizer nearby so that folks are frequently washing their hands. You can still have a good time and enjoy your family. Just be aware if anybody's not feeling well, they don't need to join the party. They don't need to come to the group. Be cognizant of that. If you're feeling bad, don't expose your loved ones to a potential exposure. Just participate via Facetime or Skype or some other method or delay the gathering.

**Michele Pilon** [00:27:12] Can I add more thing that I think is important? I know it's happened in our cafeteria and you're seeing it in the local restaurants. If you can avoid having a big bowl of potato salad there, where everyone is serving themselves. If you can, individually package things, for grab and go type things. That's the best way to go vs. having people, several people serving out of the same bowl and touching items where you might touch another item inadvertently. So that's another really good option.

**Moderator** [00:27:53] Thanks, Michele. As a reminder to participants on the line, the Q&A is now open. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. We'll take another question that was submitted online. Tanya writes, what measures have been put in place to enable patients to move forward with scheduling procedures, while at the same time, keeping staff and patients safe from COVID. Michele, let's start with your response.

**Michele Pilon** [00:28:23] Well I think Crystal covered a lot of that. You can talk to your physician about scheduling if you have a procedure, or a surgery, or an imaging study, or a lab draw. They can get that scheduled for you. All of the things that Crystal talked about – the signs for social distancing in our common areas, the universal masking, the screenings. All of the things that we're doing here have the safety of the patient, their family and the staff in mind.

**Moderator** [00:29:05] Thanks, Michele. Crystal, anything to add there?

**Crystal Letterman** [00:29:12] If there was a procedure that the physician had already ordered that was on hold because of COVID and that was already in the que for ordering,

our scheduling team members have been reaching out to get those scheduled according to the patients severity, the need for the procedure, so if that is the case and you haven't heard anything, I would definitely reach out to your provider and see where that's at.

**Moderator** [00:29:41] Thanks, Crystal. As a reminder to participants on the call, the Q&A is now open. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. We'll take another question that was submitted online. Bill writes, if I'm the designated patient advocate, what do I need to know about visiting the hospital? This time, Crystal, let's start with your response.

**Crystal Letterman** [00:30:09] When you visit the hospital, you will enter the patient registration area and will be asked several questions related to COVID symptoms and exposure. At that point in time, if you are not wearing a mask, we will provide you with a mask. If you're visiting the inpatient side, and you're an advocate for an inpatient, you'll be given a pass – a laminated pass that we can screen so that you can flow through the hospital without being stopped by one of our team members. You'll go to your destination, you'll be asked to do hand hygiene as you enter the room and as you exit the room. And then you will exit the building through the main entrance of the hospital, which will be different than the entrance that you come into. You'll leave the pass that you were given at the nurses station. If you are a patient advocate with a surgical patient, or an imaging patient or something other than our inpatient side of the hospital, you will accompany the patient to the waiting room after you have been screened. Same process. And depending on the type of procedure that you're having and the ability of the space that you will be in with the patient, you may be asked to wait in the waiting room, or you will follow the patient to their testing. And then, when you exit the building, both of you will be escorted to the main entrance by the caregiver or team member that has provided the service for you.

**Moderator** [00:32:03] Thank you, Crystal. Michele, anything to add there?

**Michele Pilon** [00:32:09] No. Crystal did a great job of covering all of that.

**Moderator** [00:32:17] Oh great. As a reminder to participants on the line, the Q&A is now open. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. Next we'll take another question that was submitted online. Mike writes, if I tested negative in the past, why is it so important to wear a mask? Michele, let's start with your response.

**Michele Pilon** [00:32:47] I think the danger in this disease, this virus, is that people can be walking around and they do not even know that they have the virus. They can have very few symptoms and be infecting other people and not even realize it. So that is a huge danger, and at any time, you can get the virus. Just because you tested negative once, doesn't mean the next time you're tested you won't test positive. And again, as I stressed before, that masking and social distancing – those are the two most important things that have helped flatten the curve of this disease. If anything, those are the two most important things.

**Moderator** [00:33:35] Thank you, Michele. Crystal, anything to add there?

**Crystal Letterman** [00:33:40] I would caution against the false security of a negative test. That's why, even though our caregivers and team members screen negative when they come in, we still ask them to wear masks throughout the day. If they're shifts, we want to provide that protection, because as Michele said, you may not even be symptomatic and you may have been exposed the evening before and not even have known it. So you may have exposed more people in the process. I know that wearing the mask for some folks can be anxiety producing and constraining. There's several different masks that you can purchase. You can purchase your own masks. I've heard from family members that the loose neck masks actually feel better to them. They wear the mask over their ears. So there's lots of options and I would just encourage you to try those different options instead of just opting out.

**Moderator** [00:34:56] Thank you, Crystal. As a reminder to the participants on the line, if you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. Next, we've got a question from a caller. And Joy wants to know about the procedure that a patient should take if they are coming in and think that they might have COVID symptoms. Joy, the line is now yours.

**Joy (Caller)** [00:35:25] Hi. I was calling – if I think I have COVID, is there a special place I should go at the hospital or where do you want patients to go if they think they have COVID?

**Michele Pilon** [00:35:39] So Joy, do you have symptoms right now? If you think that you have COVID, the best place to go is to come to our emergency department, where you will get the care that you need based on your symptoms. That's the best place to go. I will tell you that many times people experience very mild symptoms. That doesn't mean necessarily that you're going to get tested, because the treatment for mild symptoms is really to go home and quarantine and just simply treat your symptoms. You know, treat your fever with Tylenol, hydrate. Now, if you have severe symptoms, that's where treatment changed, that's when you would get a test in all likelihood. You may even be admitted to the hospital for treatment. So the ED is a very good starting place. If you have mild symptoms, you may also want to consider visiting your primary care physician.

**Moderator** [00:36:49] Thank you, Michele. Crystal, anything to add there?

**Crystal Letterman** [00:36:51] If you've already visited your provider and you've been sent to the hospital for maybe a chest x-ray or some lab work and you're thinking that you are going to test positive for COVID, telling the screener immediately is going to be important. We have a space that is right there off of the main entrance that we've been putting patients there to wait so that we're not exposing other folks and decreasing their exposure as well. We have some processes in place if folks come in for testing that have potential positive pending results or they're PUIs. We've taken extra measures to seclude those patients off to the side in an enclosed area so that they're waiting is separated from well patients.

**Moderator** [00:37:55] Thank you, Crystal. As a reminder to the caller participants, the Q&A is now open. If you still have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. Next we'll take another question that was submitted online that might be some helpful information for the holiday weekend

coming up. Sam wants to know, is it safe to swim during the COVID pandemic? Are pools, wakes and beaches safe this summer? Crystal, let's start with your response.

**Crystal Letterman** [00:38:23] So, that's a tricky question. So some of the pools have opened and some of the beaches are open. So you want to be aware of social distancing. You don't want to be in a pool that is packed full of patrons. You don't want to be in a congested beach area. You want to be able to maintain that six feet social distancing or more, because you most likely are not wearing a mask if you're in the water. Also the thing to consider if you're swimming near someone, in a congested pool, there's the potential for there to be excreting or have some of their body fluids coming out of their mouth – like if they're breathing heavy or they're coming up for air, spewing out water. You've got potential there for exposures. So I would just caution if you're going to be in the water, make sure that you're not up close to other folks. That you're maintaining that distance. And if you're at the beach, I'm jealous, and would love to go with you. Just make sure that you're not in those congregated areas, or crowded areas where folks flock together.

**Moderator** [00:40:00] Thanks, Crystal. Michele, anything to add there?

**Michele Pilon** [00:40:04] No. I think Crystal covered everything.

**Moderator** [00:40:07] Alright. Next, we've got a question from a caller and Brian wants to know about scheduling virtual visits. Brian, the line is now yours.

**Brian (Caller):** [00:40:17] Hi there. Thanks for taking my question. You mentioned virtual visits and telehealth while we were on the call and was just wondering what the best way to schedule a virtual visit would be.

**Michele Pilon** [00:40:31] You know what. I think Crystal is the best one here to answer that question. She's had experience with that, so I'm going to turn it over to her.

**Crystal Letterman** [00:40:38] So when you call to schedule a virtual visit, when you are seeing your provider when you call to make the appointment, they're going to give you some options. So whenever I call my provider, they'll ask me, do you want to be seen in the office or do you want a virtual visit? And I select the virtual visit. They'll schedule you for that virtual visit. They'll explain that process to you and what you need to do to prepare for that if you have not had a virtual visit in the past. You will also get a text notification to remind you to login early to the virtual visit to test your system to make sure that you can get logged in and that you have sound and everything works. And then you'll walk into the virtual visit. Like I said, it's very easy. You click on a button where it shows your appointment and it logs you in. And then you'll see two images of – like a shadowed image and then telling you that they're waiting for the provider to join. When they join, it's just like Facetime or a Skype message. It's a face to face appointment and you can see your provider on the phone. You can see the medical assistant. She does the screenings. Just like she does when you go to your visit in the office, she'll ask you have you taken your blood pressure recently? Did you weigh this morning? Do you have those most recent numbers? She'll confirm the medication, ask you those questions and then the provider will join. And then, when the provider leaves, then they will come back on and ask you about scheduling your next

appointment if that's what needs to happen. So it's a very smooth process. Like I said, I thoroughly enjoyed it. It's a timesaver and you're in the comfort of your space and not in the physician practices.

**Moderator** [00:42:50] Thank you, Crystal. As a reminder to the call participants, the Q&A is now open. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. Next we'll take another question submitted online. This person writes, I recently lost my job and coverage due to the pandemic. What options for support are available to me through the hospital? Michele, let's start with your response.

**Michele Pilon** [00:43:20] As I covered in my presentation, there is a hotline that's been set up, recognizing that there are many people that are in this situation due to loss of jobs and subsequently loss of insurance. And I'll give that contact information once again. There are advisors waiting to assist. The hours of that hotline are Monday to Friday, 8am to 6pm. The number is 833-541-5757, or you can go to the website at [MissionHealth.org/COVID-19](https://MissionHealth.org/COVID-19). And that will give you all the details that you need to be able to access those advisors.

**Moderator** [00:44:20] Thanks, Michele. Again, the Q&A is now open. If you have a question, please dial star three and an operator will be able to assist you. That question prompt again is star three. Next, we'll take another question sent in online. Mary writes, what are some of the ways that the hospital team and patients, as well as their families, have adopted to come together and support each other, even during this time of social distancing? Crystal, let's start with your response.

**Crystal Letterman** [00:44:49] It has been a stressful time for both our team members and caregivers and their families. We have many programs here at the hospital and within HCA that provide the emotional support and coping resilience training tips and tricks, how to talk to your children about COVID-19, how to talk to your family members about protecting themselves and wearing masks, how to make your family, or how to help them understand their safety when you're caring for potentially sick patients. We've put a lot of things in place here. We provide scrubs for our team members that are caring for potential positive patients. We provide showers for them to be able to shower before they go home to add that level of protection, not only for the team members, but for their families. We have hotel options for team members if they don't want to go home if they care for someone that has been sick and don't want to expose their family. But we have a lot of protection measures in place as far as what happens when you're caring for someone that could have a potential COVID positive test. So a lot of steps in place, a lot of processes, communication, and just providing that extra support to them and the resources to them.

**Moderator** [00:46:58] Thanks, Crystal. Michele, anything to add there?

**Michele Pilon** [00:47:01] I think we'd be remiss in not noting the community support that our staff has garnered. We've had several local businesses bring in free food for the staff. We've had our local sheriff's department line the roadways leading to the hospital, clapping for the caregivers with signs. We've got signs posted right now on that same roadway, thanking our caregivers, calling them heroes, so the staff feel very much appreciated by all

of that community support and that helps. That really does help. So thank you to the community.

**Moderator** [00:47:53] Thank you, Michele. That is all the questions that we have this evening. For daily updates, please follow Transylvania Regional Hospital on Facebook, or remain on the line to leave a message with your email and question or comment. Again, we have opened a hotline for anyone who's insurance coverage has been impacted by a life-changing event such as job loss or reduced income. Our advisors are ready to assist. To get help understanding your options for health coverage, call our advisors at 833-541-5757. That number again is 833-541-5757. I will now turn the call over to Michele for closing remarks.

**Michele Pilon** [00:48:36] It's been our privilege to be able to offer information to the community and to be able to answer questions. We know that this is an extremely stressful, anxious time for everyone. Caregivers and community alike and so we're glad that we were able to share this information. So thank you for allowing us to do that.

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