To Our Patients and Community,

We hope this letter finds you and your family in good health. After weeks of isolation and social distancing, our community is finally seeing a decrease in the rate of new COVID-19 infections. As we begin the process of returning to normal life, we want you to know that St. John's Riverside Hospital is open and prepared to manage all your healthcare needs.

One of the most disturbing consequences of the pandemic is the fear that has prevented people from accessing appropriate healthcare, even when they are experiencing life-threatening conditions. We want you to feel confident about returning to St. John's, whether you need a medical appointment at the SJR Medical Group, a diagnostic test, an outpatient procedure, emergency service, or surgery.

In a world forever changed by the virus, here are some positive changes you can expect at both our medical practice and at the hospital because your health is our #1 priority!

- **Sanitized treatment areas** from top to bottom using sterilizing procedures and ultraviolet light.
- **Screening for COVID-19 symptoms for all patients that enter our facilities**, including **taking temperatures** and asking health questions to detect the virus in patients before appointments. COVID-19 testing for all patient's pre-surgery and mandatory daily staff screening for fever and respiratory symptoms.
- **Segregated Treatment Areas for COVID-19 patients** so that YOU will NOT be exposed. Testing and Properly Isolating ALL Admitted Patients to avoid any exposure.
- **New check-in processes**, including waiting in vehicles until patient appointments begin or in waiting areas with chairs set more than 6 feet apart. Floor stickers in registration areas for social distancing. There will continue to be visitor restrictions for hospital and medical practice patients.
- **Face masks are standard procedure for patients, visitors, and staff.** Masks prevent the transmission of a possible infection or virus to others. If a patient doesn't have one, we will provide one. Additional hand-sanitizing stations are located at our entrances and throughout our facilities.
- **Use of additional personal protective equipment.** In addition to gloves, your doctor, nurse, or technician may wear a face shield, surgical gown, or head covering. This is done out of an abundance of caution and may be required based on your symptoms and procedures.
- **Telehealth Visits may be recommended**, depending on your symptoms and type of medical appointment requested. Our schedulers are ready to assist you with the type of appointment to meet your health needs.

COVID-19 has changed how we live, learn, and work. At St. John's Riverside Hospital, safety is our priority, and we want you to feel confident that we deliver care with the highest safety standards in place. For more information, visit RiversideHealth.org.

Be well, stay safe, and thank you for trusting us with your care.

Ronald J. Corti  
President and CEO

The following links will take you to more information on a specific service:

- St. John's Medical Group
- Emergency Services
- Outpatient Services (Diagnostic Imaging, Physical Therapy, Respiratory Therapy, Sleep Services, Wound Healing and Hyperbaric Oxygen Therapy)