

The Big Picture

Michelle LeBeau
President &
Chief Operating Officer



With the approval from the New York State Department of Health to resume elective surgeries and slowly reopen the region, we've begun a new chapter in the COVID-19 pandemic. This chapter is filled with opportunity to reinvent ourselves while meeting the health care needs of our community. However, the story does not end with a return to life before COVID-19. Instead, it's about taking a fresh look at the way we do things and establishing a strong foundation for our "new normal."

Almost immediately after we paused services and programs in March, teams began developing plans for reopening. Gradually and deliberately, we are reopening our physician offices, diagnostic services and adding elective surgeries to the OR schedule. Addressing first the backlog of scheduled diagnostics and procedures, we've established a way to meet current demand as well as welcoming more patients in the coming weeks and months.

As always, safety remains our top priority. We have systems and protocols in place to ensure the continued safety of our patients and people including:

- Offering additional care options such as telephone and virtual visits by leveraging technology.
- Pre-registrations for lab work and office visits to help reinforce social distancing.
- Pre-appointment phone calls with health screening questions.
- Screening everyone entering our facilities for COVID-19 symptoms.
- Continuing our policy of requiring all patients, visitors and employees to wear masks.
- Requiring those accompanying patients to wait in their vehicles while tests are completed.
- A safe process for those experiencing respiratory illness to receive the tests and care they need.
- Reimagining waiting rooms: limiting the number of patients, using fewer chairs and, in some instances, replacing them altogether with cars and exam rooms.
- Floor markings to encourage six feet of separation in the "circle of health."
- Modified patient flow through inpatient care areas and our practices.
- Intensive sanitization protocols around the clock and between patients' visits.
- Drive-thru COVID-19 testing with a physician's order.

This week we will begin sharing with the community these steps we're taking to protect our patients and people and to help ease community concerns. Additional work in the next few weeks will help educate and inform patients about the new patient experience and care options available.

As we welcome more patients back to our campus and practices, it's important to help them navigate our new processes as their experience will look and feel very different. How we handle ourselves, the connections we make with each patient and the kindness and compassion we show will serve as the building blocks of our future as an organization.

Our world is different and so is our work. What remains the same is your continued commitment to our patients, each other and this community. Thank you for all that you do each and every day in bringing our mission to life.

As always, feel free to reach out to me any time at (518) 562-7055.

COVID Positives

30 total COVID positive have been inpatient
0 current inpatients

COVID Discharges

25 successful discharges