



Lori A. Shabinette
Commissioner

Heather M. Moquin
Chief Executive Officer

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL

36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

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Dear Family Members and Guardians of NH Hospital Patients,

Our senior management team have continued to manage the evolving situation with the pandemic of Coronavirus (COVID-19) in the United States and its impact on our operations here at NH Hospital. We are staying abreast of the updates on admission screening guidelines and infection control protocols. All actions are in collaboration with the New Hampshire Department of Public Health and the Centers for Disease Control (CDC) guidance. The hospital also has detailed protocols regarding quarantine and isolation for patients and staff that have either tested positive for the virus or had close contact with a COVID-19 positive person. This includes establishment of COVID response levels to help us mobilize quickly to the changing situation.

We recently increased our COVID restrictions based on the increase in community transmission and potential exposures within our facility. The following information includes **updated** precautions that we are taking as part of our response:

- In-person visits have been discontinued.
- We have activated our COVID Care Unit and patients in need of isolation will be moved to that unit.
- We continue to screen all personnel before entering the building. Staff are wearing masks and eye protection. Our staff are considered Essential Personnel, meaning that we will be here to take care of your loved one.
- Guardians and family supports, for whom we have authorization to share information, are informed of significant changes when a patient's care is impacted by COVID related precautions.
- Patients are being required to wear a mask when they leave the building for appointments. Patients are encouraged to wear masks when leaving their room. Patients are being screened for COVID symptoms daily.
- Therapeutic programming has been modified to restrict co-mingling of patients from different units.
- Multiple measures have been implemented to enable and support social distancing with staff and patients.
- We are answering general questions that are submitted through the DHHS/NH Hospital website via the "Contact NH Hospital" link: <https://www.dhhs.nh.gov/dcbcs/nhh/contact.htm>

If you have questions regarding a specific patient at NH Hospital, you may reach out to their assigned social worker and they would be happy to assist you. We are continuing to work on increasing our capacity to provide updates and information to families as this ever-changing situation evolves. We appreciate your understanding.

For further guidance please reference the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or NH DHHS COVID website: <https://www.nh.gov/covid19>

Sincerely,

Heather Moquin, RN, BS, NHA
Chief Executive Officer
New Hampshire Hospital